



Network Notification

Date: August 24, 2015

To: Kentucky Behavioral Health Specialists

From: Humana – CareSource®

Subject: Behavioral Health Claims Information

To avoid processing delays of behavioral health claims, Humana – CareSource wants to clarify its claims submission guidelines:

- Billing, rendering NPI and taxonomy codes are required for all claim submissions.
- Provider NPI and taxonomy must match the master provider list from the Kentucky Department for Medicaid Services (KDMS).
- Health Insurance Portability and Accountability Act compliant coding must be used, including revenue, Current Procedural Terminology (CPT) modifiers, Healthcare Common Procedure Coding System (HCPCS) and International Classification of Diseases, Ninth Revision (ICD-9) codes; effective Oct. 1, 2015, ICD-10 codes.
- EDI submissions may be made with Emdeon or an alternate billing intermediary. If Emdeon is used, two identification numbers must be included in the 837 file:
 - Beacon's payer ID = 43324
 - Beacon's health plan-specific ID = 045
- No photocopies, super bills, handwritten or faxed claims are accepted.

Please submit behavioral health claims directly to Beacon Health Strategies. Electronic claims submission by Electronic Data Interchange (EDI), using Beacon's payer ID 43324, or Beacon's eServices platform are the preferred claims submission methods to ensure the most expedient processing and payment.

Beacon Health Strategies offers eServices, a secure web portal available 24/7. Once you register your practice, most claims fields are automatically populated to minimize errors and improve claim approval rates on first submission. Claims status is available within two hours of electronic submission, all transactions generate printable confirmation and transaction history is stored for future reference.

To register for eServices, go to <https://provider.beaconhs.com>. You will need your practice national provider identifier (NPI) and tax identification number ready to complete your registration.

As a last resort, behavioral health paper claims are accepted at the following address:

Beacon Health Strategies
Humana – CareSource Claims Department
500 Unicorn Park Drive, Suite 401
Woburn, MA 01801-3393

Be sure to submit claims on the most recent versions of CMS-1500 or UB-04 forms.

If you have questions or need assistance, please call the claims hotline at 1-888-249-0478 or consult the [Beacon Health Strategies Provider Manual](#) posted on the Humana – CareSource website.