



Network Notification

Date: January 13, 2015

To: Kentucky Behavioral Health Providers

From: Humana – CareSource®

Subject: Clarification on processes for behavioral health network

With a growing Kentucky Medicaid membership of 99,000 strong, we are always looking for ways to improve our services. We recognize that our provider network is an essential element of our success.

Recently, we distributed some information in error to our behavioral health network which directed our providers to submit behavioral health claims and authorization requests to Humana – CareSource® instead of our behavioral health partner, Beacon Health Strategies. We apologize for the confusion created by this communication. There has been no change in management of behavioral health services for our members or in the management of our behavioral health provider network. Providers should continue to follow the authorization and claims procedures that are outlined in your provider contract and manual with Beacon Health Strategies.

If you submitted authorization requests or claims directly to CareSource as a result of this miscommunication there is no need to resubmit them. We will ensure that all claims and authorization requests are processed timely.

It is our commitment to ensure you have the latest information to deliver and coordinate services with Humana – CareSource and our members. We'd like to take an opportunity to clarify some processes that are critical to your operations.

Claims Management

Providers are strongly encouraged to submit claims electronically by either Electronic Data Interchange (EDI) using Beacon payer ID 43324, or eServices.

If an electronic claim submission is not possible, paper claims must be submitted only on the most recent versions of the CMS1500 or UB04 claim form to the following address:

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

Claims Hotline: 888.249.0478

Hours of operation are 8:30 a.m. to 5:30 p.m. Monday through Thursday, 9:00 a.m. to 5:00 p.m. Friday.

Medical Management/Prior Authorizations

Prior authorization requests are made by calling 877.380.9729. Non-behavioral health prior authorization requests should be directed to 1.855.852.7005.

You may contact the Interactive Voice Recognition (IVR) at 888.210.2018 to confirm member eligibility, claim status and authorization status. Please have your practice or organization's tax ID, the member's identification number and date of birth, and the date of service.

Thank you for all that you do for our members in need of behavioral health services.