



Network Notification

Date: August 28, 2014

Number: KY-P-2014-14

To: Participating Health Care Providers

From: Humana – CareSource®

Subject: Coordination of Dental and Orthodontic Benefits

Humana – CareSource wants to make sure providers receive timely claims processing service, while reducing errors and confusion for members who have more than one dental and/or orthodontic benefit plan. Please note the following coordination of benefits (COB) guidelines to ensure claims are filed appropriately:

- Humana – CareSource will verify other insurance coverage prior to processing claims. A provider has 365 days from the date of service to submit a claim or 90 days from the primary insurance processing date shown on the explanation of benefits (EOB) if after the timely filing period.
- Providers are required to submit documentation showing that the primary insurer has considered payment for services. Humana – CareSource will deny claims for dental and/or orthodontic visits if the claim does not contain documentation showing that the primary insurer has processed the claim.
- Providers must submit a completed American Dental Association (ADA) claim form or Electronic Data Interchange (EDI) equivalent for services and/or the primary insurer's explanation of payment (EOP), EOB, benefit payment schedule or notice of coverage verifying the primary carrier's payment for services.
- Providers will be responsible for submitting claims that include valid Code on Dental Procedures and Nomenclature (CDT) codes with supporting diagnosis codes.
- Claims must include the provider's National Provider Identifier (NPI) number, the provider's taxonomy code, total amount billed, total amount paid by primary carrier, unpaid balance(s) and a valid provider signature.

Humana – CareSource will verify if dental/orthodontic visits are covered under the primary carrier's benefit plan and process claims that have the required documents outlined above for payment consideration, up to the member's benefit limits.

If you have questions, please call your Humana – CareSource provider relations representative directly or call 1-855-852-7005. Hours are Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time.