



Network Notification

Date: May 7, 2014

Number: KY-P-2014-05a

To: Participating Health Care Providers

From: Humana – CareSource

Subject: Delegated Network Information

Humana – CareSource® has an updated list of supporting vendors. These organizations contract with various providers to deliver dental, vision, behavioral health and substance use services to our members.

Managed Care of North America Inc. (MCNA) is the dental benefits manager for Humana – CareSource. MCNA is a leading dental benefit management company that provides services to state agencies and managed care organizations for their Medicaid, Medicare and Children's Health Insurance Program (CHIP) members. If you have questions about dental benefits or MCNA, please call Provider Services at 1-855-852-7005, Monday through Friday, 8 a.m. to 6 p.m. EST. MCNA manages the network and prior authorizations. All claims should be sent directly to Humana – CareSource.

Beacon Health Strategies offers behavioral health and substance use services. Humana – CareSource members can talk with specialty behavioral health case managers to obtain both routine and complex care. Providers should contact Beacon directly to verify available behavioral health and substance use benefits and to seek appointments or direction for obtaining behavioral health and substance use services. Beacon can be reached at 1-877-380-9729 and is open Monday through Friday from 7 a.m. to 7 p.m. EST, except holidays. Beacon directly manages its behavioral health network, prior authorizations and claims.

Block Vision offers a network of vision providers for Humana – CareSource members. If you have questions regarding vision benefits, Block Vision can be reached at 1-866-819-4298. Humana – CareSource contracts with Block Vision for its provider network only. Claims, prior authorizations and other functions are still handled by Humana – CareSource.

HealthWays offers a network of chiropractic providers for Humana – CareSource members. Learn more about their services at www.wholehealthpro.com or call 1-800-274-7526. Humana – CareSource contracts with HealthWays for its provider network only. Claims, prior authorizations and other functions are still handled by Humana – CareSource.



Providers can learn more about these supporting vendors by visiting www.caresource.com/KY, clicking on "Providers" and then selecting "Covered Services." If you have questions, please call our provider services department at 1-855-852-7005, Monday through Friday, from 8 a.m. to 6 p.m. Eastern time.