



Process inpatient authorization requests with Cite AutoAuth

Health care providers now can request authorizations for inpatient services using the Cite AutoAuth system located on our secure provider portal.

Physicians and other care providers can get the fastest response to authorization requests by using Cite AutoAuth. Simply enter the clinical criteria within Cite AutoAuth to request an authorization for services. A determination is made based on the clinical criteria selected. In many cases, a determination is returned within seconds. Advantages include:

- Immediate approval or pend status of an authorization
- No need for an initial phone call, email or fax
- Ability to upload clinical information to support request for authorization

LEARN MORE

Visit our Provider Portal at <https://providerportal.caresource.com/KY>. Log in to the portal (registration required) and select “Prior Authorization.”



Dr. Vaughn Payne

From the medical director

Helping patients reduce their risk of cardiovascular disease can be difficult because many risk factors, such as high cholesterol and hypertension, can be asymptomatic at the onset. One strategy involves the use of a heart attack risk assessment tool, such as the one published by the American Heart Association at www.cvriskcalculator.com.

The assessment tool can help estimate a patient's risk of having a heart attack or dying from coronary heart disease. Tools like this help patients discover how small changes and improvements in risk factors can reduce their risk estimates. In addition, the tool encourages patients to make plans to reduce risk through medication or lifestyle changes.

Screenings are an important part of assessing heart attack risk. However, please keep in mind that the U.S. Preventive Services Task Force recently concluded that insufficient evidence exists to make a recommendation on whether to screen for lipid disorders in children and adolescents 20 years old or younger.*

We appreciate your partnership as we continue to support our members with compassionate care. Please feel free to contact me about this or other topics. You can reach me by email at vaughn.payne@caresource.com or by phone at 1-502-213-4730.

Respectfully,

A handwritten signature in black ink that reads "Vaughn". The signature is written in a cursive, slightly slanted style with a horizontal line underneath the name.

Vaughn Payne, Pharm.D., M.D., MBA, FACC, FACP, CPE
Medical Director
Humana – CareSource®

** Source: U.S. Preventive Services Task Force. Screening for lipid disorders in children and adolescents. The Journal of the American Medical Association (JAMA) 2016; 316:625-633*

Coming soon: Electronic prior authorizations for pharmacy prescriptions

Prescribers or representatives of a prescriber soon will be able to request a prescription prior authorization (PA) decision from Humana – CareSource electronically.

Prescribers or their representatives who submit electronic PA requests enjoy the following advantages:

- Confirm the need for PA and view criteria during the prescribing process
- Access benefit and formulary information
- Receive approval or denial of the PA in one system
- Submit patient information and receive criteria questions online, often immediately
- Process PAs with no paperwork or phone calls
- Enjoy faster PA approvals – in some cases, before the patient leaves your office

The electronic PA process can save an estimated 416 hours per year and provide the ability to send 11 electronic PA requests in the time it takes to fax one. Stay tuned for more details.



Find updates online

Humana – CareSource continues to update our health care providers with valuable information on our website. Our medical policy statements, network notifications and announcements are just some of the ways we keep you informed about changes to policies that may impact your business as well as new processes that make doing business with us more efficient.

Recent network notifications include home infusion therapy guidelines, member access standards and antipsychotic medication prescription guidelines. Please refer to our website often to view updates at **CareSource.com/KY**.

OPERATIONAL NEWS

Use our provider portal for delivery notifications

Please notify Humana – CareSource of vaginal and C-section deliveries via the provider portal, using the following self-service instructions:

1. Visit the provider portal and select your state.
2. Log in to the portal. If you do not have an account, registration is easy. Follow the guide found at [CareSource.com/documents/provider-portal-solutions](https://www.caresource.com/documents/provider-portal-solutions).
3. Click on “Prior Authorization” under the “Providers” tab on the left navigation bar.
4. Search for the infant’s mother. You can search by Humana – CareSource ID number, Medicaid ID or member information.
5. Scroll down to the “Authorization Request” drop-down menu and select “Inpatient Delivery.” From there, you can easily submit the required information to us.



Reduce fraud with guidance from the False Claims Act

Using the False Claims Act (FCA), you can help reduce fraud against the federal government. It allows citizens to bring “whistleblower” lawsuits on behalf of the government – known as “qui tam” suits – against groups or individuals defrauding the government through programs, agencies or contracts. Whistleblowers can receive from 15 to 30 percent of the proceeds of the action or settlement.

Details can be found at [CareSource.com/documents/false-claims-act](https://www.caresource.com/documents/false-claims-act). For free education materials on the FCA and other federal fraud and abuse laws, please visit <http://oig.hhs.gov/compliance/physician-education/index.asp>.

You can anonymously report fraud, waste or abuse to the Humana – CareSource Special Investigations Unit using one of the following methods:

- Call 1-855-852-7005 and select the menu option for reporting fraud.
- Write a letter or complete the fraud, waste and abuse reporting form at [CareSource.com/documents/ky-fraud-waste-and-abuse-reporting-form](https://www.caresource.com/documents/ky-fraud-waste-and-abuse-reporting-form), then mail it to:
Humana – CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

If you choose to remain anonymous, we will not be able to call you back for more information; so, leave as many details as possible, including names and phone numbers. Your report will be kept confidential to the extent permitted by law.

The following reporting options are not anonymous:

- Faxing your completed form or letter to **1-800-418-0248**
- Emailing your completed form or letter to fraud@caresource.com

Perform suicide prevention screenings during appointments

Health care providers play a critical role in suicide prevention. Take the opportunity during primary care and outpatient general appointments to conduct suicide and depression screenings. Assessing suicide risk and connecting patients with the appropriate resources are important components in suicide prevention.



RISK FACTORS FOR SUICIDE INCLUDE:

- A previous suicide attempt
- Availability of lethal means
- Limited supportive relationships
- A family history of suicide
- Major physical illness, such as chronic pain
- Having depression, a mental illness or a substance use disorder

HOW PHYSICIANS AND OTHER HEALTH CARE PROVIDERS CAN HELP

Health care professionals can help by watching for warning signs. Patients considering suicide may display signs of hopelessness, withdrawal, feeling trapped, anxiety or agitation, or talk about hurting/killing themselves or dying. You can help by:

- Developing protocols on warning signs of suicide
- Training staff on suicide and depression screenings, as well as the action to take if they see warning signs
- Making patient educational materials available

Diagnose COPD faster with a spirometry test

Chronic obstructive pulmonary disease (COPD) is one of the leading causes of death and disability in the United States, and early diagnosis may help improve health outcomes for patients. Spirometry is a simple test that can be used to help confirm a COPD diagnosis.

We recommend the use of spirometry in diagnosing COPD. More information about our COPD clinical guidelines can be found in the “Health Care Links” section of our website at [CareSource.com/members/kentucky/medicaid/my-health/health-care-links/](https://www.caresource.com/members/kentucky/medicaid/my-health/health-care-links/).

Screen and test patients with diabetes regularly

Regular screenings for patients with diabetes are an integral part of a comprehensive diabetes management plan. Plans to manage diabetes for patients requires the coordinated efforts of patients, physicians and health care organizations to be successful.

We encourage our members with diabetes to schedule regular screenings and tests, and to comply with their treatment plans, including adherence with medications and recommended changes in diet and exercise. Please visit [CareSource.com/providers/kentucky/medicaid/patient-care/clinical-guidelines/](https://www.caresource.com/providers/kentucky/medicaid/patient-care/clinical-guidelines/) to get more information about the current standards of care for patients with diabetes along with expected treatment outcomes and practical strategies to improve diabetes care processes.



Find quarterly formulary updates online

Humana – CareSource no longer mails quarterly Medicaid formulary updates. The information is posted on our website. You can find Humana – CareSource pharmacy information at [CareSource.com/providers/kentucky/medicaid/patient-care/pharmacy/](https://www.caresource.com/providers/kentucky/medicaid/patient-care/pharmacy/).

Drug coverage information for our Medicaid formulary is also available on Epocrates, a medical application for mobile devices. Find out more at www.epocrates.com.

If you do not have access to the internet, please call us, and we will send you the updates. Please call **1-855-852-7005** and follow the prompts to reach the pharmacy department.