

Provider Information Change

Advance written notice of status changes, such as a change in address, phone or the addition or deletion of a provider to your practice, helps Humana – CareSource keep its records current and are critical for claims processing.

Timeline of Changes:

Type of Change	Minimum Notice Required**
Add or delete providers*	Immediate
Provider(s) leave practice	Immediately upon provider notice
Phone number change	10 calendar days
Provider Website	10 calendar days
Address change	60 calendar days
Change in capacity to accept members	60 calendar days
Provider intent to terminate	90 calendar days
Cultural Competency Training	60 calendar days

How to Submit Changes to Humana – CareSource

Email: providerdevelopmentkywv@humana.com

Fax: 1-800-626-1686

Call: 1-800-457-5683 (select option 4)

Mail to: Humana – CareSource
Attn: Contracting
2530 Sir Barton Way
Suite 100
Lexington, KY 40509

Why is this Important?

This information is critical to process your claims and ensures our directories are up-to-date, reducing unnecessary calls to your practice. This information is also reportable to Medicaid and Medicare.

If you need to sign up for Medicaid, please email:
providermedicaidenrollment@humana.com

** A claim submitted after May 23, 2007, with a deceased provider's National Provider Identifier (NPI) will be rejected by Medicaid. Provider NPIs are deactivated in the Medicaid claims processing system on death. For more information, please visit <http://www.cms.gov/>.*

***As changes in the Humana – CareSource system are not immediate, please make sure to notify Humana – CareSource of changes as soon as possible to allow time for systems to update and avoid errors in claim processing.*

CareSource.com/KY

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