

# 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:** [chcpr@humana.com](mailto:chcpr@humana.com)  
**Fax:** 1-800-626-1686  
**Call:** 1-800-457-5683 (select option 7)  
**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](mailto:providermedicaidenrollment@humana.com)

\* Changes in the Humana – CareSource system are not immediate please allow time for systems update. For that reason, please make sure to notify Humana – CareSource of changes as soon as possible to avoid errors in claims processing.

\*\*A claim submitted after May 23, 2007, for a deceased provider who had an NPI will be rejected by Medicare because the provider's NPI was deactivated in the Medicare claims processing system due to the provider's death. For more information, visit <http://www.cms.gov/>.

[CareSource.com/KY](http://CareSource.com/KY)

**Humana**®

**CareSource**®

The Humana – CareSource trademark is jointly owned by Humana Inc. and CareSource Management Group Co.

©2018 CareSource. All Rights Reserved.  
KY-HUCPO-0868