



Quick Reference Guide

Important Phone Numbers:

Provider services:	1-855-852-7005	Monday through Friday, 8 a.m. to 6 p.m.*
Provider engagement:	1-844-432-8921	Voice mail box; response within two business days
Prior authorizations (Medical): *see below for other services	1-855-852-7005	Monday through Friday, 8 a.m. to 5 p.m.
Claims inquiries:	1-855-852-7005	Monday through Friday, 8 a.m. to 6 p.m.
Member services:	1-855-852-7005	Monday through Friday, 7 a.m. to 7 p.m.
24-hour pharmacy line for providers and pharmacies	1-800-364-6331	24 hours a day, seven days a week
24-hour nurse triage:	1-866-206-9599	24 hours a day, seven days a week
Text telephone (TTY) for the hearing impaired:	1-800-648-6056 or 711	Monday through Friday 7 a.m. to 7 p.m.

*All hours of operation are Eastern standard time.

Important Fax Numbers:

Case management referral:	1-888-211-9858
Credentialing:	1-502-508-0521
Fraud, waste and abuse:	1-800-418-0248
Medical prior authorization fax and email:	1-888-246-7043 kymedicalmanagement@caresource.com
Provider appeals	1-855-262-9793
Provider maintenance (e.g., office changes, adding or deleting a provider, etc.):	1-800-626-1686

Electronic Funds Transfer (EFT) Enrollment: Please call InstaMed at 1-215-789-3682.

Note: Physicians must enroll with InstaMed in order to receive EFT payment from Humana – CareSource (Medicaid managed-care organization).

Other Network Contact Information:

Behavioral health	Beacon	1-800-221-5487	1-781-994-7633 fax
Radiology	HealthHelp	1-877-637-6940	1-877-667-0944 fax
Dental	Avesis Dental	1-800-828-9341	1-855-691-2927 fax
Vision	Superior Vision (formerly Block Vision)	1-866-819-4298	www.superiorvision.com
Chiropractic	HealthWays	1-866-430-8647	wholehealthpro.com

Services that Require Prior Authorization:

For a list of services requiring prior authorization, please visit <https://www.caresource.com/documents/kentucky-covered-services-grid/>.

Important Addresses:

General correspondence:	Humana – CareSource® P.O. Box 221529 Louisville, KY 40252 -1529
Medical prior authorizations:	Humana – CareSource P.O. Box 1880 Dayton, OH 45401-1880
Dental prior authorizations:	Avesis Third Party Administrators Inc. Attention: Dental Pre-Authorizations P.O. Box: 38300 Phoenix AZ 85069-8300 www.avesis.com
Provider appeals:	Humana – CareSource P.O. Box 823 Dayton, OH 45401-0823
Member appeals and grievances:	Humana – CareSource P.O. Box 221529 Louisville, KY 40252-1529
Claims:	Humana – CareSource (ID: KYCS1) P.O. Box 824 Dayton, OH 45401-0824 Behavioral health claims: Beacon Health Strategies (ID 43324) Humana – CareSource Claims Department 500 Unicorn Park Drive, Suite 401 Woburn, MA 01801-3393 Dental claims: Avesis Third Party Administrators Inc. (ID 86098) Attention: Dental Claims P.O. Box: 38300 Phoenix AZ 85069-8300 www.avesis.com
Fraud, waste and abuse:	Humana – CareSource P.O. Box 1940 Dayton, OH 45401-1940
Provider demographic changes:	Humana – CareSource Attn: Provider Maintenance 12501 Lakefront Place Louisville, KY 45202



Web services:

Website: <https://www.caresource.com/ky/providers/medicaid/>
Secure Provider Portal: <https://providerportal.caresource.com/ky>

Electronic Data Interchange (EDI)

To submit claims electronically, health care providers need to use an electronic claims clearinghouse. A list of clearinghouses preferred by Humana – CareSource is included below; however, Kentucky providers may use a clearinghouse of their choice to facilitate electronic claims submission.

Humana – CareSource payer ID = KYCS1
Beacon payer ID = 43324

Clearinghouse	Phone	Website
Change Healthcare (formerly Emdeon®)	1-800-845-6592	www.changehealthcare.com
Quadax	1-866-422-8079	www.quadax.com
RelayHealth®	1-800-527-8133	www.relayhealth.com
Change Healthcare Dental (formerly Emdeon)	1-888-255-7293	www.emdeondental.com
Practice Insight®	1-713-333-6000	www.practiceinsight.net
ZirMed®	1-877-494-7633	www.zirmed.com

Dental Claims

The Humana – CareSource dental provider, Avesis Dental, uses the following clearinghouses for dental claims.

Avesis payer ID = 86098

Clearinghouse	Phone	Website
EHG (EDI Health Group/DentalXChange)	1-800-576-6412, extension 452	www.dentalxchange.com
Change Healthcare (formerly Emdeon Dental)	1-888-255-7293	www.emdeondental.com
Trizetto®	1-800-569-1222	www.trizetto.com
Tesia	1-800-724-7240	www.tesia.com