



Quick Reference Guide

Please use this guide for service dates through 12/31/19 and in-patient services with admission dates prior to 1/1/20 spanning into the calendar year 2020.

Important Phone Numbers:

Contact these numbers for service dates through 12/31/19 and in-patient services with admission dates prior to 1/1/20 spanning into the calendar year 2020.

Provider services:	1-855-852-7005	Monday through Friday, 8 a.m. to 6 p.m.*
Retrospective Review (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.
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:

Contact these fax numbers for service dates through 12/31/19 and in-patient services with admission dates prior to 1/1/20 spanning into the calendar year 2020.

Fraud, waste and abuse:	1-800-418-0248
Retrospective Reviews fax and email:	1-888-246-7043 kymedicalmanagement@caresource.com

Electronic Funds Transfer (EFT) Enrollment:

Please call InstaMed at 1-215-789-3682. InstaMed will provide payment services through the final check write of 12/31/19 with payments issued on 1/3/2020. ECHO will provide payment services starting 1/1/20 for the first check write of 1/7/2020 with payments issued on 1/10/19. Please call ECHO Support at 1-888-485-6233. Visit <https://view.echohealthinc.com/EFTERADirect/CareSource/index.htm> to sign up for EFT payments.

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

Services that Require Prior Authorization:

For a list of services requiring prior authorization for the Humana – CareSource plan for service dates through 12/31/19 and in-patient services with admission dates prior to 1/1/20 spanning into the calendar year 2020, 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 Retrospective Reviews:	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
Claims:	<p>Medical, vision, lab, chiropractic claims: For service dates through 12/31/19 and in-patient services with admission dates prior to 1/1/20 spanning into the calendar year 2020. <i>BH claim lines for this time frame will be denied if sent to Humana – CareSource address below, as they must be submitted to Beacon Health Strategies for prompt pay processing.</i> Humana – CareSource (ID: KYCS1) P.O. Box 824 Dayton, OH 45401-0824</p> <p>Send Behavioral Health claims for service dates through 12/31/19 and in-patient services with admission dates prior to 1/1/20 spanning into the calendar year 2020.</p> <p>Behavioral health claims: Beacon Health Strategies (ID 43324) Humana – CareSource Claims Department 500 Unicorn Park Drive, Suite 401 Woburn, MA 01801-3393</p> <p>For dental service dates through 12/31/19 and in-patient services with admission dates prior to 1/1/20 spanning into the calendar year 2020.</p> <p>Dental claims: Avesis Third Party Administrators Inc. (ID 86098) Attention: Dental Claims P.O. Box: 38300 Phoenix AZ 85069-8300 www.avesis.com</p>
Fraud, waste and abuse:	Humana – CareSource P.O. Box 1940 Dayton, OH 45401-1940

Web services:

Website: <https://www.caresource.com/ky/providers/medicaid/>

Secure Provider Portal: <https://providerportal.caresource.com/ky>

*** Medical, vision, lab, chiropractic claims** submitted through the portal is for service dates through 12/31/19 and in-patient services with admission dates prior to 1/1/20 spanning into the calendar year 2020. *BH claim lines for this time frame will be denied if submitted through the Humana – CareSource provider portal, as they must be submitted to Beacon Health Strategies for prompt pay processing.*

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.

*** Medical, vision, lab, chiropractic claims** submitted electronically is for service dates through 12/31/19 and in-patient services with admission dates prior to 1/1/20 spanning into the calendar year 2020. *BH claim lines for this time frame will be denied if submitted to Humana – CareSource electronically, as they must be submitted to Beacon Health Strategies for prompt pay processing.*

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