

# *Communicating with Humana – CareSource*



Humana – CareSource communicates with our health partner network through a variety of channels, including phone, fax, provider portal, newsletters, website and network notifications.

## **Humana – CareSource Hours of Operation**

### **Health Partner Services:**

Monday through Friday, 8 a.m. to 6 p.m. Eastern time.

### **Member Services:**

Monday through Friday, 7 a.m. to 7 p.m. Eastern time.

24-hour Nurse Advice Line     24/7/365

Please visit our website for the holiday schedule or contact Health Partner Services for more information.

## PHONE

To help us direct your call to the appropriate professional for assistance, you will be instructed to select the menu option(s) that best fits your need. Please note that our menu options are subject to change. We also provide telephone based self-service applications that allow you to verify member eligibility.

### Phone numbers

Health Partner Relations .....	1-855-852-7005
Health Partner Services .....	1-855-852-7005
Prior authorizations .....	1-855-852-7005
Behavioral health crisis line.....	1-877-380-9729
Care management .....	1-866-206-0272
Claims inquiries .....	1-855-852-7005
Credentialing .....	1-855-852-7005
Member Services .....	1-855-852-7005
24-hour Nurse Advice Line .....	1-866-206-9599
Fraud, Waste and Abuse Hotline* .....	1-855-852-7005
TTY for the hearing impaired .....	1-800-648-6056 or 711

### Fax numbers

Care management referral .....	1-888-211-9858
Credentialing .....	1-502-508-0521
Fraud, Waste and Abuse* .....	1-800-418-0248
Medical prior authorizations .....	1-888-246-7043
Pharmacy prior authorizations .....	1-866-930-0019
Health partner appeals .....	1-855-262-9793
Health partner maintenance (e.g., office changes, adding/deleting providers) .....	1-800-626-1686

\* Information reported to us can be reported anonymously and is kept confidential to the extent permitted by law.

## WEBSITE

Accessing our website, **CareSource.com/KY**, is quick and easy. On the provider section of the site you will find commonly used forms, newsletters, updates and announcements, our health partner manual, claims information, frequently asked questions and much more.

### Provider Portal: <https://providerportal.CareSource.com/KY>

Our secure online provider portal allows you instant access at any time to valuable information, various self-service features including clinical guidelines and other resources. Simply enter your user name and password (if already a registered user), or submit your information to become a registered user (see below). Assisting you is a top priority in order to achieve better health outcomes for our members.

## Provider Portal Benefits

- A secure online (encrypted) tool that allows you to easily access time-saving services and critical information
- Available 24 hours a day, seven days a week
- Free
- Accessible on PCs without additional software

## Provider Portal — Value to You

We encourage you to take advantage of the following time-saving tools:

- Payment History — Search for payments by check number or claim number
- Claims Information — Search for status of claims, claims recovery and claims appeals
- Coordination of Benefits (COB) — Confirm COB for members
- Explanation of Payment (EOP) — Access from the secure provider portal with the option to print
- Prior Authorization — Obtain authorizations for medical inpatient/outpatient, home health care and Synagis
- Eligibility Termination Dates — View a member's termination date (if applicable)
- Case Management Referrals — Submit case management referrals using the online referral form
- Dental and Vision History — View a member's dental and vision history, if applicable
- Health Partner Membership List — View health partner membership rosters and implement changes and pharmaceutical services
- Clinical Practice Registry — View and sort Humana – CareSource members into actionable groups for improved focus on preventive care, testing or other services (e.g., well-baby visits, diabetes, asthma and more)

## Portal Registration

If you are not registered with the Humana – CareSource provider portal, please follow these easy steps:

1. Go to the provider portal, **<https://providerportal.CareSource.com/KY/User/Login.aspx>**, and click on the “Register Now” button and complete the 3-step registration process. Note: You will need to have your tax ID number
2. Click the “Continue” button
3. Note the user name and password you create so that you can access the portal's many helpful tools
4. If you do not remember your user name/password, please call Health Partner Services at **1-855-852-7005**

## HOW TO COMMUNICATE WITH HUMANA – CARESOURCE BY MAIL

### Correspondence address:

Humana – CareSource  
P.O. Box 221529  
Louisville, KY 40252-1529

### Health partner appeals mailing address:

Humana – CareSource  
P.O. Box 823  
Dayton, OH 45401-0823

### Member appeals and grievances mailing address:

Humana – CareSource  
P.O. Box 221529  
Louisville, KY 40252-1529

### Claims mailing address:

Humana – CareSource  
Attn: Claims Department  
P.O. Box 824  
Dayton, OH 45401-0824

### Fraud, waste and abuse mailing address:

Humana – CareSource  
Attn: Special Investigations Department  
P.O. Box 1940  
Dayton, OH 45401-1940

Please visit **CareSource.com/KY** for more information about submitting appeals online.

## NEWSLETTERS

Humana – CareSource communicates with health partners in a variety of ways. Our health partner newsletter, produced three times a year, is available online and contains operational updates, clinical articles and new initiatives underway at Humana – CareSource. Please visit **CareSource.com/providers/kentucky/provider-materials/newsletters/** for the ProviderSource newsletter.

## NETWORK NOTIFICATIONS

Network notifications are published for Humana – CareSource health partners to regularly communicate updates to policies and procedures. Network notifications are found on our website, **CareSource.com/KY**, and the provider portal.

## HEALTH PARTNER DEMOGRAPHIC CHANGES AND UPDATES

Advance written notice of status changes, such as a change in address, phone, or adding or deleting a provider to your practice helps us keep our records current and are critical for claims processing. Please submit changes promptly.

### By mail:

Humana – CareSource  
Attn: Health Partner Maintenance  
12501 Lakefront Place  
Louisville, KY 40299

**Email:** [chcpr@humana.com](mailto:chcpr@humana.com)

**Fax:** 1-800-626-1686