



## ***Network Notification***

**Date:** December 7, 2017  
**To:** Kentucky Medicaid Health Partners  
**From:** Humana – CareSource  
**Subject:** Revised Provider Manual Available Now, Effective December 1, 2017

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A revised version of the Humana – CareSource provider manual is now available and will be effective as of Dec. 1, 2017. It is important for all providers to review the new provider manual, as your participation agreement with Humana – CareSource contains a compliance obligation with the provisions of the manual.

Notable revisions in this edition include the following:

- New language providing information about the Kentucky Health Information Exchange.
- Revised language around access standards: 1) Replaced term “persistent symptoms” with “urgent care,” and 2) Changed the dental wait time maximum to 30 days for regular appointments.
- New language to describe Humana – CareSource’s retro-termed eligibility process. This information outlines the Humana – CareSource process for voiding claims and encounters.

You may request a printed version of the manual by calling Provider Services at **1-855-852-7005**. The hours of operation are Monday through Friday, 8 a.m. to 6 p.m. Eastern Time.