

# Humana – CareSource

Third-party Liability (TPL)  
Coordination of Benefits (COB)  
Avenues to Obtain Information

# Obtain, validate, update or change TPL/COB information for a member

Humana – CareSource is committed to providing current and timely TPL/COB information for members so our health partners can properly submit claims for processing.

# How do I know if a member has other coverage?

It is the responsibility of the health partner to verify and obtain all coordination of benefits (COB) information at the time of service.

COB information can be verified via the following methods:

- Online – Visit the provider portal at <https://providerportal.caresource.com/KY> to view the COB information that Humana – CareSource has on file for the member.
- By phone – Please call **1-855-852-7005** and follow the menu prompts.

# What if I receive a denial for COB and the patient's primary coverage is no longer effective?

- Visit our provider portal at <https://providerportal.caresource.com/KY>. Health partners can add new information and submit updates through the COB screen in the portal. We will investigate your inquiry and update the member information in our system.
- Email [COBKentucky@caresource.com](mailto:COBKentucky@caresource.com). We will investigate and update the member information in our system.
- Call Provider Services at **1-855-852-7005**. We will investigate and update the member information in our system.

After we confirm that your patient no longer has primary coverage, his or her member information will be updated in our system.\*

*\*It takes three business days (96 hours) for normal requests, two business days (48 hours) for urgent requests, per KDMS requirements.*

# If I receive a denial showing the member has other coverage, how can I get the other coverage information?

Updated coverage information for an affected patient can be obtained via the following methods:

- Online – Visit our provider portal at <https://providerportal.caresource.com/KY> to view coverage information on file for an affected patient.
- By phone – Call **1-855-852-7005** and follow the menu prompts.

# Thank you

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*CareSource*<sup>™</sup>