

# About Us

**Humana**®

1892KY0817-C (HUCSP0794)

  
**CareSource**™

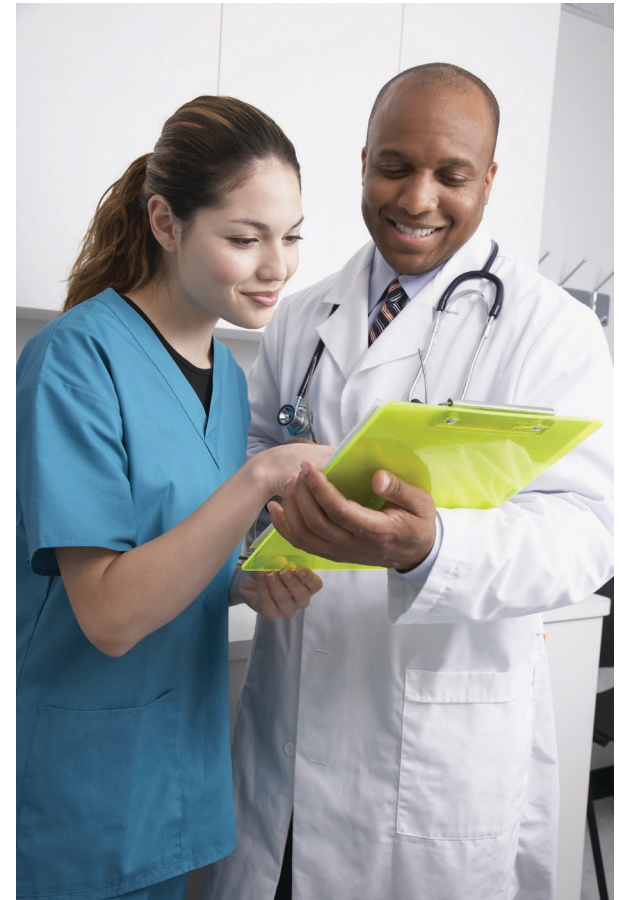
# About us

- Humana – CareSource® is a statewide Medicaid managed care plan that utilizes Humana's provider network and is administered by CareSource.
- Together, Humana and CareSource have more than 50 years of managed care experience.
- Both Humana and CareSource have been awarded accreditation status from nationally recognized accreditation organizations.
- The Humana – CareSource alliance brings a history of innovative programs and collaboration to ensure that our members receive the highest quality of care. With a focus on preventive care and continued wellness, we have the expertise and resources to help make health care simpler and to improve health outcomes.

# Resources for health care providers

We offer the following variety of resources to help you work with us:

- Network notifications
- Newsletters (three times a year)
- Online forms
- Provider portal
- Provider manual
- Provider call center
- Provider engagement



# Resources: Network notifications

- Humana – CareSource network notifications keep you and your office staff in the know about changes to policies and procedures that may impact your practice, new processes that make doing business with us more efficient and other updates.
- Current and archived network notifications can be found on the website and also are available in PDF format.

## Find network notifications online:

CareSource.com/providers/kentucky/medicaid/plan-resources/updates-and-announcements/

2017	Date Posted
<a href="#">Billing Humana – CareSource for Medicare Non-Covered Codes</a>	07/06/2017
<a href="#">Cite AutoAuth – Inpatient PA Requests</a>	07/05/2017

# Resources: Newsletters

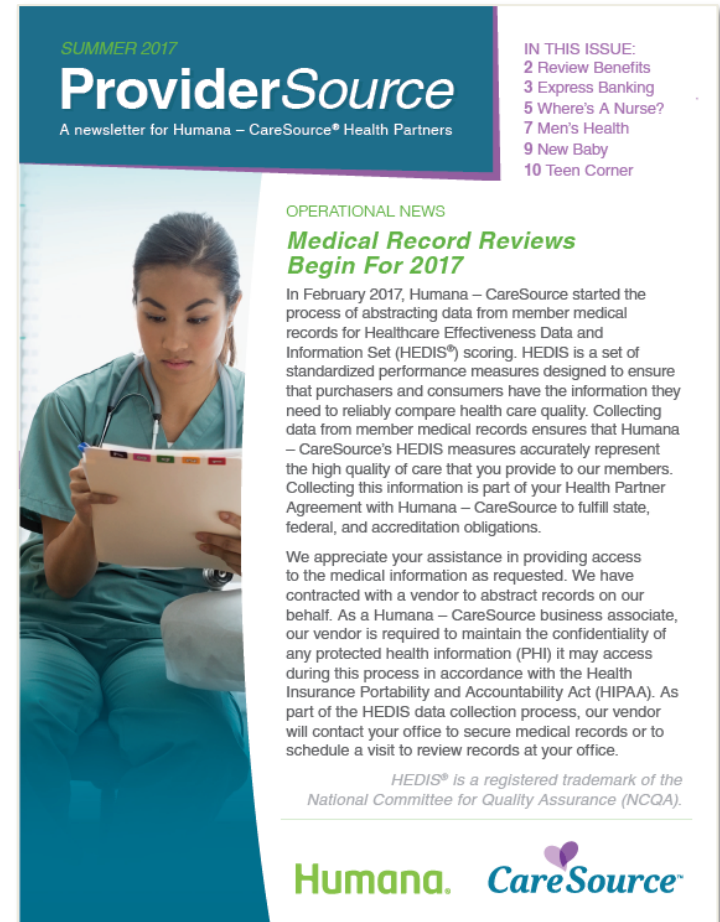
Humana – CareSource publishes newsletters for participating health care providers to share plan news and explore ways providers can work with us to improve the lives of patients.

Find information about such topics as:

- Provider portal online tools
- Program announcements and updates
- Policy and procedure changes
- Clinical resources

All published newsletters are available on the website at

[www.caresource.com/ky/providers/education/newsletters-communications/medicaid/](http://www.caresource.com/ky/providers/education/newsletters-communications/medicaid/)



# Resources:

## Provider portal

- Humana – CareSource makes it easy to do business with us 24 hours a day, seven days a week with our secure provider portal.
- Access Humana – CareSource's provider portal at <https://providerportal.caresource.com/KY/>.
- To utilize the portal, you must use Internet Explorer 8, 9, 10 or 11, Google Chrome or Firefox.



# Resources:

## Provider portal

- Verify eligibility
- Check term dates
- Track benefit limits
- Confirm coordination of benefits (COB)
- Submit prior authorization requests
- Submit claims
- Check claim status
- View explanation of payment (EOP)
- View payment history
- Make case management referrals
- View and collaborate on member care plans
- Review member profile
- Utilize the clinical practice registry
- Access a primary care physician (PCP) member list

# Resources:

## Provider portal

### Register for the Provider Portal

CareSource® has a single provider portal for the Kentucky market. Providers who serve Humana – CareSource® members may also serve CareSource Marketplace plan or CareSource Medicare Advantage members.

If you are not already registered for the Provider Portal, please [register here](#).

If you have a login, but cannot remember your username and/or password, please call the CareSource Provider Services Department:

Humana – CareSource Providers: 1-855-852-7005

# Resources:

## Provider portal

User Registration

Step 1 of 3 - Provider Eligibility

**Outpatient practices may register as Practitioner to create a portal account for the practice Tax ID.**

**Group registration is only available to Radiology, Anesthesiology, Pathology, ER, Laboratory specialties and Facilities.**

Provider Type: ☒ Practitioner ☐ Group

Practitioner's First Name:  \*

Practitioner's Last Name:  \*

Tax ID:  \*

CareSource Provider Number:  ? \*

Zip Code:  \*

Next

# Resources:

## Provider manual

The Humana – CareSource provider manual communicates policies and procedures and outlines key information you need to work with our plan.

In addition, Humana – CareSource posts the following manuals for health care providers on our website:

- Beacon Health Strategies
- Avesis – *Coming Soon*

**Find manuals online:**

[www.caresource.com/ky/providers/tools-resources/provider-manual/medicaid/](http://www.caresource.com/ky/providers/tools-resources/provider-manual/medicaid/)

# Resources:

## Provider services

Humana – CareSource makes it easy for you and your office staff to work with us, whether online or over the phone.

- For questions not addressed on our website, please call provider services at **1-855-852-7005**.
- Call center representatives are available Monday through Friday, 8 a.m. to 6 p.m. Eastern time.



# Resources:

## Provider engagement

In addition to the call center, Humana – CareSource offers dedicated provider engagement staff to perform provider orientations, site visits and assist with complex issues. The provider engagement team is located throughout the state and assigned to assist health care providers based upon location and provider type.

The Humana – CareSource provider engagement team can assist you onsite, via webinars and over the telephone.

**[CareSource.com/documents/provider-relations-representative-county-assignment-map/](https://www.caresource.com/documents/provider-relations-representative-county-assignment-map/)**

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# Resources:

## Provider engagement

### **Dawn Powell – Manager, Health Partnerships, Regions 1 through 4**

1-502-938-1493 | [Dawn.Powell@caresource.com](mailto:Dawn.Powell@caresource.com)

#### **Kelly Dockter Dean Regions 1, 2 and 4 Facilities and Ancillaries**

1-502-494-9639 | [Mary.Dockterdean@caresource.com](mailto:Mary.Dockterdean@caresource.com)

All facilities and ancillary providers in all counties of Regions 1 and 2; all facilities in all Indiana counties except Clark and Floyd counties

#### **Casey Martin Regions 1 and 2 Nonfacilities**

1-270-348-6933 | [Casey.Martin@caresource.com](mailto:Casey.Martin@caresource.com)

All nonfacility providers in all counties of Region 1 and 2; all nonfacilities in all Indiana counties except Clark and Floyd counties

#### **Lindsay Young Region 3 Facilities and Ancillaries**

1-502-648-1688 | [Lindsay.Young@caresource.com](mailto:Lindsay.Young@caresource.com)

All facilities and ancillary providers in all counties of Region 3; all facilities in Clark and Floyd counties

#### **Felicia Wheeler Region 3 Nonfacilities**

1-502-262-7142 | [Felicia.Wheeler@caresource.com](mailto:Felicia.Wheeler@caresource.com)

All PCPs in Jefferson County; Norton Healthcare physicians; all nonfacility providers in Indiana counties of Clark and Floyd

# Resources:

## Provider engagement

<b>Beth Day</b> <b>Region 3 Nonfacilities</b> 1-502-919-1978   <a href="mailto:Bethany.Day@caresource.com">Bethany.Day@caresource.com</a>	All PCPs in all counties of Region 3 except Jefferson County; Hardin Memorial physicians; KyOne Health Physicians
<b>Erin Samuels</b> <b>Region 3 Nonfacilities</b> 1-502-200-3180   <a href="mailto:Erin.Samuels@caresource.com">Erin.Samuels@caresource.com</a>	All specialty/multispecialty physicians in all counties of Region 3; Baptist Healthcare physicians located in Region 3; University of Louisville physicians
<b>Trey Richardson</b> <b>Region 4 Nonfacilities</b> 1-606-331-0470   <a href="mailto:Trey.Richardson@caresource.com">Trey.Richardson@caresource.com</a>	All nonfacility providers in all counties of Region 4; all non-facility providers affiliated with Commonwealth Health Corporation (CHC); TJ Samson physicians; all Tennessee nonfacility providers

# Resources:

## Provider engagement

### **Martin Bone – Manager, Health Partnerships, Regions 5 through 8**

1-502-213-4737 | [Martin.Bone@caresource.com](mailto:Martin.Bone@caresource.com)

### **Patricia Smith-Glover Region 5 and 6 Facilities and Ancillaries**

1-502-303-4680 |

[Patricia.Smithglover@caresource.com](mailto:Patricia.Smithglover@caresource.com)

All facilities and ancillary providers in all counties of Regions 5 and 6; All UK Healthcare facilities; all Ephraim McDowell facilities; all Ohio facilities in the KY Network

### **Hope Lafavers Region 5 Nonfacilities**

1-502-216-6314 | [Hope.Lafavers@caresource.com](mailto:Hope.Lafavers@caresource.com)

All nonfacility providers in Region 5 counties of Anderson, Mercer, Jessamine, Boyle, Lincoln, Garrard and Rockcastle; Kentucky Medical Services Foundation (KMSF) physicians; Lexington Clinic; Ephraim McDowell physicians; Baptist Healthcare physicians located in Regions 5

### **Guy Custer Region 5 Nonfacilities**

1-859-469-2754 | [Guy.Custer@caresource.com](mailto:Guy.Custer@caresource.com)

All nonfacility providers in Region 5 counties of Clark, Fayette, Montgomery, Madison, Powell, Estill and Jackson

# Resources:

## Provider engagement

<b>Thomas Brown</b> <b>Regions 5 and 6 Nonfacilities</b> 1-502-565- 9805   <a href="mailto:Thomas.Brown@caresource.com">Thomas.Brown@caresource.com</a>	<u><b>Region 5:</b></u> All nonfacility providers in counties of: Owen, Franklin, Scott, Harrison, Bourbon, Nicholas and Woodford <u><b>Region 6:</b></u> All nonfacility providers in all Region 6 counties, St. Elizabeth Healthcare physicians; all nonfacility Ohio providers in the KY network
<b>Brittany Whitaker</b> <b>Regions 7 and 8 Facilities and Ancillaries</b> 1-606-802-4594   <a href="mailto:Brittany.Whitaker@caresource.com">Brittany.Whitaker@caresource.com</a>	All facilities and ancillary providers in all counties of Regions 7 and 8; Appalachian Regional Healthcare; Quorum; Team Health; LifePoint (Corporate); Pikeville Medical Center; St. Claire; Our Lady of Bellefonte; All West Virginia facilities in the KY network
<b>April Lovins</b> <b>Region 7 and 8 Nonfacilities</b> 1-606-303-4429   <a href="mailto:April.Lovins@caresource.com">April.Lovins@caresource.com</a>	<u><b>Region 7:</b></u> All nonfacility providers in all counties of Region 7 <u><b>Region 8:</b></u> All nonfacility Region 8 counties of Wolfe, Magoffin, Johnson, Floyd and Martin; Appalachian Regional Healthcare physicians; All West Virginia nonfacility providers in the KY network
<b>Trista Daugherty</b> <b>Region 8 Nonfacilities</b> 1-606-341-4679   <a href="mailto:Trista.Daugherty@caresource.com">Trista.Daugherty@caresource.com</a>	All nonfacility providers in Region 8 counties as outlined on the map except Wolfe, Magoffin, Johnson, Floyd and Martin; Lake Cumberland Physicians Network; Pikeville Medical Center physicians

# Resources:

## Provider engagement

### Ancillary contacts

**Brittany Whitaker – Ambulance/Transportation, Rehabilitation Centers**  
606-802-4594 | [Brittany.Whitaker@caresource.com](mailto:Brittany.Whitaker@caresource.com)

**Kelly Dockter Dean – DME, Lab**  
502-494-9639 | [Mary.Dockterdean@caresource.com](mailto:Mary.Dockterdean@caresource.com)

**Lindsay Chatham – Home Health, Home Infusion**  
502-648-1688 | [Lindsay.Chatham@caresource.com](mailto:Lindsay.Chatham@caresource.com)

**Patricia Smith-Glover – Dialysis, Hospice**  
502-303-4680 | [Patricia.Smithglover@caresource.com](mailto:Patricia.Smithglover@caresource.com)

# Additional networks

Behavioral health – Beacon	<a href="http://www.beaconhealthoptions.com/providers">www.beaconhealthoptions.com/providers</a>
Radiology – HealthHelp	<a href="https://portal.healthhelp.com/caresource">https://portal.healthhelp.com/caresource</a>
Dental – Avesis	<a href="http://www.avesis.com">www.avesis.com</a>
Vision – Superior Vision (formerly Block Vision)	<a href="https://superiorvision.com/providers/">https://superiorvision.com/providers/</a>

# Thank you

