



**Current information about Humana – CareSource®**  
and our services is always available online from our provider portal website  
at [caresource.com/providers/kentucky/medicaid/](https://caresource.com/providers/kentucky/medicaid/). You can view and/or  
download information about the following topics and more:

- Humana – CareSource’s quality improvement program, including goals, processes and outcomes as related to care and service
- Case management and disease management programs, including how to use the services and how Humana – CareSource works with patients in the program
- The process to refer members, as well as discharge planners, to case management and disease management programs
- How to obtain or view copies of Humana – CareSource’s adopted clinical practice guidelines and preventive health guidelines, including those for:
  - COPD
  - Prenatal and Postpartum care
  - Asthma
  - Diabetes
  - Attention-deficit/hyperactivity disorder (ADHD) in children
  - Depression
  - CDC-recommended immunization schedules for individuals up to age 18 and individuals older than 18
  - Men and women: Stay healthy at any age



- Humana – CareSource’s medical necessity criteria, including how to obtain or view a copy of the policy
- Information about the availability of staff to answer questions about utilization management (UM)
- Availability of staff to answer questions about UM, including a toll-free number and member access to language assistance to discuss UM
- Humana – CareSource’s policy prohibiting financial incentives for UM decision-makers
- Humana – CareSource’s pharmaceutical management procedures, including:
  - Drug list
  - Restrictions and preferences regarding pharmaceutical management procedures
  - Limits and quotas
  - Exception requests
  - Generic substitutions, therapeutic interchanges and step therapy
- Humana – CareSource’s credentialing process, including application review, correcting erroneous information and, upon obtaining, information on the status of the credentialing or recredentialing application
- Humana – CareSource’s member rights and responsibilities

If you have any questions about accessing our website or if you would like more information, please call Health Partner Services at **1-855-852-7005**.

