



Network Notification

Notice Date: May 15, 2019
To: Kentucky Medicaid Providers
From: Humana – CareSource®
Subject: Notice of Updates to the Kentucky Medicaid Provider Manual
Effective Date: August 15, 2019

Humana – CareSource released an updated [provider manual](#) that includes the following updates:

- **Payment Responsibility:** New copayment requirements have been added to the manual. Providers should be collecting copayments from Humana – CareSource members, as these amounts are subtracted from claim payments for services.
- **Updated Email Address for Demographic Changes:** The email address you use to let us know about changes to your contact and practice information is now providerdevelopmentkywv@humana.com, as reflected in the updated manual.
- **New Forms:** The new [Request to Update NPI and/or Taxonomy Code Form](#) and the new universal [Provider Appeal Form](#) are now part of the manual. You can access these forms from our [Forms](#) webpage.
- **Member Consent/HIPAA Authorization:** A new online form to document a member's consent to share health information is now available. In addition, providers can determine how each member's health information can be shared through our secure Provider Portal. Learn how to use this new feature by reviewing the updated provider manual.
- **Claim Timely Filing, Claim Appeal and Retrospective Review Timeframes:** These changes, which were effective on April 1, 2018, and were announced via a [Network Notification](#), are now reflected in the updated provider manual.
- **State Hearing Timeframe:** The timeframe to request a state hearing has increased to 120 calendar days from the date on the notice of appeal denial. This change has been made in the updated provider manual.
- **New Organization and Updated Information:** We have streamlined the organization of this manual and updated information and links as applicable to make it easy for you to locate the information you need.

We welcome any feedback you'd like to provide to help us help you. Please contact us if you have any suggestions, comments or questions. Call Provider Services at **1-855-852-7005**.

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KDMS Approved: 3/19/19