



Network Notification

Notice Date: 3/22/2019
To: Kentucky Medicaid Providers
From: Humana – CareSource®
Subject: Emergency Care Reminders

Humana – CareSource is committed to open access for your patients at the appropriate time for their needs. We instruct them to call their primary care provider (PCP) or our 24-hour nurse advice line if they are unsure if they need to go to an emergency room (ER). Humana – CareSource advises its members to call 911 or go to the nearest ER if they feel they have an emergency. An emergency medical condition is defined by sudden, severe symptoms that, without medical treatment, could result in the health of the individual being put in serious jeopardy, the impairment of bodily functions, the dysfunction of any bodily organ, and in the case of pregnancy, contractions or threats to the unborn child.

Humana – CareSource does not limit what constitutes an emergency medical condition on the basis of lists of diagnoses or symptoms.

Prior authorization is not required for emergency services, and members have the right to use any hospital or other setting for emergency care. Humana – CareSource does not require notification of services that are utilized to treat emergency conditions or to stabilize the member. Providers have 180 days to submit claims for emergency services for payment. Humana – CareSource does require notification and authorization for services if the member is admitted to an inpatient level of care. Humana – CareSource also educates members on appropriate use of urgent care facilities and which urgent care sites they can access.

A member who has an emergency medical condition is not liable for payment of subsequent screening and treatment needed to diagnose or stabilize the specific condition. Humana – CareSource is responsible for coverage and payment of services until the attending provider determines that the member is sufficiently stabilized for transfer or discharge.

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