



Network Notification

Notice Date: March 29, 2019
To: Kentucky Medicaid Providers
From: Humana – CareSource®
Subject: Member Involuntary Dismissal

Participating providers can request an involuntary dismissal of a Humana – CareSource-covered patient if that patient does not respond to recommended patterns of treatment or behavior.

Examples include:

- Noncompliance with medication schedules
- Violating no-show office policies
- Failing to modify behavior as requested

Please remember that Humana – CareSource’s outreach staff can assist you in educating your Humana – CareSource patients.

When a patient misses three or more consecutive appointments, providers should notify the Humana – CareSource Care Management department for assistance by calling **1-866-206-0272**.

Humana – CareSource requires provider offices make at least three attempts to educate the patient about noncompliant behavior and document those attempts in the patient’s record. If, after three attempts the patient is still not compliant, providers may initiate dismissal using the following guidelines:

- The provider’s office must notify the patient of the dismissal by certified letter. The letter should include the reason for which the disenrollment is requested and the specific dates of the three documented unsuccessful education attempts.
- The provider’s office must send a copy of the letter to Humana – CareSource by mail or fax:

Mail: Humana – CareSource
Attn: Service Operations Resolution Team (SORT)
P.O. Box 221529
Louisville, KY 40252-1529
Fax: 1-937-226-6916

For primary care providers (PCPs) only, the letter must contain the following specific language:

- The patient must contact Humana – CareSource Member Services to choose another PCP
- The reason for which the disenrollment is requested should include at least one of the following:
 - Incompatibility of the PCP/patient relationship
 - Patient has not utilized a service within one year of enrollment in the PCP’s practice and will include the specific dates of documented unsuccessful contact attempts by mail and phone on at least six (6) separate occasions during the year
 - Inability to meet the medical needs of the patient

- The dismissing PCP will serve the patient until a new PCP can onboard the patient, barring ethical or legal issues.

Referrals for Release Due to Ethical Reasons

Humana – CareSource-contracted providers are not required to perform treatments or procedures that are contrary to the provider’s conscience, religious beliefs, or ethical principles in accordance with 42 C.F.R 438.102.

The provider should refer the member to another provider licensed, certified or accredited to provide care for the individual service appropriate to the patient’s medical condition and who is actively enrolled with the commonwealth of Kentucky to provide Medicaid services to beneficiaries within Humana – CareSource’s provider network.

In such circumstance, where the provider’s conscience, religious beliefs, or ethical principles require involuntary dismissal of the member as their physician, the provider’s office must notify the member of the dismissal by certified letter. The letter should include:

- The reason for requested disenrollment
- Referral to another provider licensed, certified or accredited to provide care for the individual service appropriate to the patient’s medical condition who is actively enrolled with the commonwealth of Kentucky to provider Medicaid services to beneficiaries and that are within Humana – CareSource’s provider network; and
- Instructions to contact Humana – CareSource Member Services at 1-855-852-7005 for assistance in finding a preferred in-network provider.
- A copy of the letter must be mailed or faxed to Humana – CareSource at the following address:

Mail: Humana – CareSource
Attn: Service Operations Resolution Team (SORT)
P.O. Box 221529
Louisville, KY 40252-1529

Fax: 1-937-226-6916

Please call Provider Services at **1-855-852-7005** if you have questions about disenrollment reasons or procedures. Hours of operation are Monday through Friday, 8 a.m. to 5 p.m., Eastern time.

KY-HUCP0-1109
KDMS Approved: 3/26/19