



## Network Notification

**Date:** 06/15/2020  
**To:** Humana – CareSource® Healthcare Providers  
**From:** Humana – CareSource  
**Subject:** Provider Portal Claims Submittal Enhancement

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Humana – CareSource announces enhanced capability and a new look for the claim submission process on the Humana – CareSource provider portal.

We highly recommend that you initiate your claims submissions through the provider portal instead of submitting via mail. Our new interface makes submitting documents easier and reduces claim payment time. Other benefits include:

- No initial mailing, email or fax
- Ability to submit claims for Healthcare Financing Administration (HCFA), Uniform Billing (UB) and dental, including coordination of benefits
- Ability to upload supporting documentation at time of initial submission
- Ability to see which claim requests already have been submitted electronically
- Enhanced field validation reduces returns to provider for missing information

### What should you do now?

Please continue using the provider portal to submit your claims submissions. If you don't use the portal yet, we encourage you to start now. Visit the [portal](#), select your state and click "register here."

If you are in need of training, please visit **CareSource.com** and select the **Provider Portal** link under the **Provider** header. Log into the portal and select **Users**, then [Provider Training](#). Here you will find online training and everything you need to get the fastest response to your claims submission.

If you have additional questions, please call Humana – CareSource Provider Services at **1-855-852-7005**.