



## Network Notification

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**Date:** 04/24/13

**Number:** KY-P-2013-08

**To:** Office Manager / Participating Provider

**From:** Humana – CareSource

**Subject:** Medical Care Authorization Process Notification

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Prior authorizations for health care services can be obtained by contacting the Humana – CareSource™ Medical Management Department by any of the following options:

- **Online:** select the “Provider Portal” option on [www.caresource.com/KY](http://www.caresource.com/KY)
- **Email:** KYMedicalManagement@caresource.com
- **Fax:** Submit the prior authorization form to 1-888-246-7043
- **Phone:** 1-855-852-7005 and follow the appropriate menu prompts for authorization requests, depending on your need

### **Inpatient Admissions**

If the request is for **inpatient admission** (whether it is elective, urgent or emergency), please include admitting diagnosis, presenting symptoms, plan of treatment, clinical review and anticipated discharge needs.

### **Inpatient Surgery**

If **inpatient surgery** is planned, please include the date of surgery, surgeon and facility; admit date, admitting diagnosis and presenting symptoms; plan of treatment; any appropriate clinical information and anticipated discharge needs.

### **Outpatient Surgery**

If the request is for **outpatient surgery**, please include the date of surgery, surgeon and facility; diagnosis, procedure planned and anticipated discharge needs.

### **Standard Prior Authorizations**

For standard prior authorization decisions, Humana – CareSource will return a notice to the provider and member as expeditiously as the member's health condition requires, but no later than 2 business days following receipt of the request for service.

### **Urgent Prior Authorizations**

Urgent prior authorization decisions are made within two (2) business days of receipt of request for service. If an urgent request is received and the two (2) business day turnaround time will exceed 72 hours, the determination will be made within 72 hours. Please specify if you believe the request is urgent.



### **Medicaid Services That Require Prior Authorization**

Services are provided within the benefit limits of the member's enrollment. They include, but are not limited to, the following services:

- All Inpatient Care
- All Abortions
- Some Home Care Services
- Nursing Facility Services
- Hospice Care
- Organ Transplants
- Cosmetic Procedures and Plastic Surgery
- Orthodontia Treatment and other Dental Services
- Ambulance Transportation — Except for Emergent or Facility-to-Facility Transfers
- Some Durable Medical Equipment, Including:
  - All Powered or Customized Wheelchairs
  - Manual Wheelchair Rentals Longer Than Three Months
  - All Miscellaneous Codes (e.g., E1399)
  - Hearing Aids
- Food Supplemental/Nutritional Supplements (more than 30 cans per month)
- Pain Management

Humana CareSource partners with HealthHelp® to provide consultation of high-tech radiology. RadConsult is HealthHelp's radiology-centered program providing real-time decision support for physicians considering CT, CTA, MRI, MRA and PET scans as part of a diagnostic work-up. Please contact HealthHelp for consultation at 1-800-546-7092, Monday through Friday from 7 a.m. to 7 p.m. CDT and Saturday from 9 a.m. - 4 p.m. or at [www.healthhelp.com/caresource](http://www.healthhelp.com/caresource).

Humana CareSource partners with Managed Care of North America, Inc. (MCNA) our dental benefits manager. MCNA is a leading dental benefit management company committed to providing high quality services to state agencies and managed care organizations for their Medicaid, Medicare, and Children's Health Insurance Program (CHIP) members. You can access more information at the MCNA Portal at [www.mcna.net](http://www.mcna.net)

Behavioral health and substance abuse services are covered services for Humana CareSource Members. Humana CareSource is contracted with Beacon Behavioral Health for the provision of these services. Providers can contact Beacon at 1-855-852-7005 for available behavioral health and substance abuse benefits.

If you have questions, please call our provider relations team at 1-855-852-7005, Monday through Friday, 8 a.m. to 6 p.m. EDT.

Thank you for your continued care of our members.