



Network Notification

Date: 04/24/13

Number: KY-P-2013-05

To: Office Manager/Participating Health Care Provider
From: Humana – CareSource

Subject: Introduction to Supporting Vendors

We would like to take this opportunity to introduce you to several Humana – CareSource[™] supporting vendors.

Managed Care of North America, Inc. (MCNA) is the dental benefits manager for Humana – CareSource. MCNA is a leading dental benefit management company providing services to state agencies and managed care organizations for their Medicaid, Medicare and Children's Health Insurance Program (CHIP) members. If you have questions about dental benefits or MCNA, please call provider relations at 1-855-852-7005, Monday through Friday, 8 a.m. to 6 p.m. EDT.

Humana – CareSource is working with **HealthHelp®** to provide consultation for "high-tech" radiology. **RadConsult[™]** is HealthHelp's radiology-centered program that provides real-time decision support for physicians considering CT, CTA, MRI, MRA and/or PET scans as part of a diagnostic work-up. RadConsult program staff can be contacted 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.

Behavioral health and substance abuse services are covered services. Members have access to specialty behavioral health case managers for assistance in obtaining both routine and more complex health care services through our contracted vendor, **Beacon Health Strategies**. Providers should contact Beacon at 1-877-380-9729 to verify available behavioral health and substance abuse benefits, and to seek an appointment or direction for obtaining behavioral health and substance abuse services. Beacon is open Monday through Friday 7 a.m.-7 p.m. Eastern Standard Time (EST), except for holidays.

You can learn more at the Humana – CareSource website, www.caresource.com/KY. Just click on "Providers" and view "Covered Services." If you have questions, you can reach us at 1-855-852-7005, Monday through Friday from 8 a.m. to 6 p.m. EDT.