



Thank you for being a Humana – CareSource® Health Partner. We would like to remind you about our website ([CareSource.com/KY](http://CareSource.com/KY)). We include information about many topics of interest on our website. You can view and/or download information about the following topics on the website.

- Information about Humana – CareSource’s Quality Improvement Program including goals, processes, and outcomes as related to care and service.
- Information about case management and disease management programs, including how to use the services and how Humana – CareSource works with practitioner’s patients in the program.
- The process to refer members, including discharge planners, to case management and disease management programs.
- Information about how to obtain or view copies of Humana – CareSource’s adopted clinical practice guidelines and preventive health guidelines, including those for:
  - COPD
  - Perinatal Care
  - Asthma
  - Diabetes
  - ADHD (children)
  - Depression (adults)
  - CDC Recommended Immunization Schedule for Persons Age 0-18 Years
  - CDC Recommended Immunization Schedule for Persons Over 18 Years of age
  - Men: Stay Healthy at 50+
  - Women: Stay Healthy at 50+
- Information about Humana – CareSource’s medical necessity criteria, including how to obtain or view a copy.
- Information about the availability of staff to answer questions about Utilization Management (UM) issues.
- The toll-free number to contact staff regarding UM issues.
- The availability of TDD/TTY services for members.
- Information about how members may obtain language assistance to discuss UM issues.
- Humana – CareSource’s policy prohibiting financial incentives for UM decision-makers.
- Information about Humana – CareSource’s pharmaceutical management procedures including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide

information to support an exception request; and Humana – CareSource’s processes for generic substitution, therapeutic interchange, and step-therapy.

- A description of the process to review information submitted to support a practitioner’s credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or re-credentialing application.
- Humana – CareSource’s member rights and responsibilities statement.

If you have any questions about accessing our website or if you would like more information, please call Health Partner Services at 1-855-852-7005. The most recent information about Humana – CareSource and our services is always available on our website.