



## **DM program helps manage goals for patients with asthma or diabetes**

Humana – CareSource® members diagnosed with asthma or diabetes are automatically enrolled in an enhanced disease management program\* that offers resources and tools to help them reach their health care goals. A member who has a complex condition is assigned a nurse to help coordinate care.

We help by monitoring preventive health issues, relevant medical test results and members' self-management of their conditions. We also help members manage comorbidities, lifestyle issues and medications. Outreach includes diagnosis-specific educational mailings.

*\*Members may opt out by calling 1-866-206-0272.*

## **Newsletters for members offer disease-specific information**

Humana – CareSource also offers disease-specific member newsletters dedicated to disease management. These publications include information that can help members:

- Understand their conditions and health care benefits
- Coordinate care among health partners
- Access social and support services
- Improve compliance with recommended treatment options

To refer a Humana – CareSource member who is not already enrolled in the program, call the care management support services department at **1-866-206-0272**.



Dr. Vaughn Payne

If you are not yet credentialed with Avesis and would like more information, please contact Avesis at 1-800-952-6674. You can find the Avesis dental manual on our website at [CareSource.com/documents/avesis-dental-provider-manual](http://CareSource.com/documents/avesis-dental-provider-manual).

## From the medical director

According to the Centers for Disease Control and Prevention, more than 47 percent of American adults over the age of 30 suffer from gum disease.\* Also, research shows that periodontal disease often is associated with other chronic inflammatory diseases, such as diabetes and cardiovascular disease.

At Humana – CareSource, we understand how important dental care is to our members' overall health. We encourage routine preventive exams and cleanings and appreciate your help in emphasizing the importance of dental care to your Humana – CareSource patients.

Please remember the following recommendations:

- We cover dental cleanings, X-rays, extractions and fillings for our members without a prior authorization from a participating health partner.
- Health partners can view a member's dental history through the Avesis dental provider web portal.
- For dates of service on or after Jan. 1, 2016, dental care health partners should process all Humana – CareSource dental benefit claims through Avesis Dental.

As always, please feel free to contact me about this or other topics by email at [vaughn.payne@caresource.com](mailto:vaughn.payne@caresource.com) or by phone at **1-502-213-4730**.

*\*Source: [www.cdc.gov/oralhealth/periodontal\\_disease](http://www.cdc.gov/oralhealth/periodontal_disease)*

Respectfully,

Vaughn Payne, Pharm.D., M.D., MBA, FACC, FACP, CPE  
Medical Director  
Humana – CareSource

### *Let us know about changes in your practice*

We want to make sure our members have the most current information about our health partners. If you have moved, have added a new doctor to your practice or no longer are accepting Humana – CareSource members, please log on to our secure provider portal (registration required) at [www.providerportal.caresource.com/ky](http://www.providerportal.caresource.com/ky) to update your account.

You also can inform us of changes via the following methods:

Phone: 1-502-476-6572

Fax: 1-800-626-1686

Mail: Humana – CareSource  
ATTN: Provider Maintenance  
12501 Lakefront Place  
Louisville, KY 45202



### *Submit dental claims to Avesis Dental*

Effective Jan. 1, 2016, Humana – CareSource uses Avesis Dental to process all dental benefits for Humana – CareSource members. Dental care health partners should process all Humana – CareSource claims through Avesis.

If you are not yet credentialed with Avesis and would like more information, please contact Avesis Provider Relations Customer Service Center at **1-800-952-6674**. Representatives are available Monday through Friday, 7 a.m. to 8 p.m. Eastern time.





### ***Comparable office hours required for Medicaid-covered patients***

Kentucky Department for Medicaid Services (KDMS) rules require that health partners offer Humana – CareSource members and other Medicaid patients office hours that are at least the equivalent of those offered to patients with other insurance.

### ***Access medical management staff 24 hours a day, seven days a week***

Health partners may call our toll free number at **1-855-852-7005** to contact Medical Management staff regarding utilization management (UM) questions. Staff members are available for inbound calls from 8 a.m. to 6 p.m. Eastern time, Monday through Friday, and can receive inbound communication after normal business hours by voice mail, dedicated fax line or email or through Case Advance, a case-submission platform on our Provider web portal 24 hours a day, seven days a week.

Staff members will identify themselves by name, title and organization when initiating or returning calls regarding UM issues.



## Diabetes-related screenings help prevent complications

Humana – CareSource educates members with diabetes about the importance of adhering to prescribed treatment plans and completing health screenings to prevent complications. Health partners can help by confirming that patients receive the following recommended screenings and by accurately documenting the results:

Screening	Frequency
✓ Retinal eye exam	Annually
✓ Kidney function test	Annually
✓ Cholesterol and triglyceride test	Annually
✓ HbA1C test	At least twice a year (may be checked more often if the result is over 7)
✓ Complete foot exam	Annually (encourage member self-exam once a day)
✓ Dental exam	Annually
✓ Flu shot	Annually
✓ Pneumonia shot	At least once
✓ Blood pressure, weight and foot check	At each visit

## Clinical care guidelines updated

Humana – CareSource approves and adopts nationally accepted standards and guidelines and promotes them to practitioners and members to help inform and guide clinical care provided to Humana – CareSource members.

The guidelines for perinatal care were updated recently. All guidelines are reviewed and updated, as needed, at least every two years. To access our entire set of clinical and preventive care guidelines, as well as recently updated and newly added guidelines, visit our health care links at: [CareSource.com/providers/kentucky/medicaid/patient-care](https://www.caresource.com/providers/kentucky/medicaid/patient-care)



### *Humana – CareSource offers mental health first-aid training for practice staff*

A course in mental health first aid is designed for clinical and nonclinical staff in your office to assist someone experiencing a mental health-related crisis. The eight-hour course covers basic understanding of mental illnesses, such as depression, anxiety, psychosis, addictions and substance use disorders.

Participants learn a five-step action plan for patients who are experiencing conditions such as a panic attack or acute psychosis. For more information, including a schedule of classes in your area, please visit [mentalhealthfirstaid.org](http://mentalhealthfirstaid.org).



### *Quality remains a top priority*

Humana – CareSource remains focused on quality. We continually assess the quality of care and services offered to our members and implement programs to improve internal functioning, delivery of health care services and health outcomes. This is the essence of our quality program.

Humana – CareSource approves and adopts nationally accepted standards and guidelines and promotes them to practitioners and members to help inform and guide clinical care provided to members. Activities for improvement focus on:

- Improving the coordination and continuity of member care and the health status of our members, including those with complex health needs
- Evaluating the access, availability, and over- and under-utilization of health care services
- Ensuring the quality of member care and services
- Identifying and implementing appropriate safety and error-avoidance initiatives in collaboration with health partners
- Overseeing member and health partner satisfaction through measurement and improvement activities
- Evaluating the effectiveness of quality program activities in producing measurable improvements in member care and service

We use a variety of innovative programs, education initiatives, data analysis, monitoring systems and improvement projects to achieve our goals. Examples include online tools, clinical guidelines and other resources. More details about our quality program and the progress we have made in meeting our programs' annual goals are on our Quality Improvement page at: [CareSource.com/providers/kentucky/medicaid/patient-care/](http://CareSource.com/providers/kentucky/medicaid/patient-care/)

# Anti-Kickback Statute helps reduce fraud

The Anti-Kickback Statute is a criminal law that prohibits the knowing and willful payment of “remuneration” to induce or reward patient referrals or the generation of business involving items or services (e.g., drugs, supplies or health care services for Medicare or Medicaid patients) payable by federal health care programs.\* Remuneration includes anything of value and can take many forms besides cash, such as free rent, hotel stays and meals and excessive compensation for medical directorships or consultancies.

Prohibited kickbacks include:

- Cash for referrals
- Free rent for medical offices
- Excessive compensation for medical directorships

Kickbacks can lead to:

- Overutilization
- Increased costs
- Corruption of medical decision-making
- Patient steering
- Unfair competition

Criminal penalties and administrative sanctions for violating the Anti-Kickback Statute include fines, jail terms and exclusion from participation in federal health care programs.

*\* Source: Anti-Kickback Statute, 42 United States Code §1320a-7b(b)*

You can report fraud, waste and abuse to the Humana – CareSource Special Investigations Unit by:

- Calling **1-855-852-7005** and selecting the menu option for reporting fraud
- Writing us a letter or completing our confidential Fraud, Waste and Abuse Reporting Form found at **CareSource.com/documents/ky-fraud-waste-and-abuse-reporting-form/**, and sending it to:

Humana – CareSource  
Attn: Special Investigations Unit  
P.O. Box 1940  
Dayton, OH 45401-1940

**You do not have to give us your name when you write or call. There are other ways you may contact us that are not anonymous. If you have no concern about giving your name, you may contact us by:**

- Emailing us a report at **fraud@caresource.com**
- Faxing a report to **1-800-418-0248**

If you choose to remain anonymous, we will not be able to contact you for more information. Please provide as many details as possible, including names and phone numbers. Your report will be kept confidential to the extent permitted by law.

## Nurse advice line call summaries now on provider portal

Humana – CareSource offers a very special benefit to its members: a 24-hour nurse advice line that they can call any time of the day or night to get medical information and advice. Now our nurse advice line has gotten even better.

The summary provides a record of why the member called and what advice the nurse gave. The new feature is designed to help primary care physicians (PCPs) better coordinate care for their patients.

Our nurses assess a member’s condition using industry standards developed by physicians from pediatric and adult triage guidelines. The main objective of telephone triage is to sort patients into appropriate dispositions (i.e., levels of care) based on acuity or severity of the injury or illness. Instruction is given to the member to meet the needs of his or her injury or illness based on time of day, day of week and resources available.



P.O. Box 221529  
Louisville, KY 40252-1529

**CareSource.com**

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## HOW TO REACH US

Provider Services:

**1-855-852-7005**

(TTY: 1-800-648-6056 OR 711)

CareSource24®, 24-Hour Nurse

Advice Line: 1-866-206-9599

## *Find quarterly formulary updates online*

Humana – CareSource no longer mails quarterly Medicaid formulary updates. The information is posted on our website. You can find Humana – CareSource pharmacy information at: **CareSource.com/providers/kentucky/medicaid/patient-care**.

The online formulary contains information about generic substitution, prior authorizations, quantity limits, step-therapy protocols and therapeutic interchanges for most drug classes.

Important notes:

- Some drugs have limits on how much can be given at one time. Quantity limits are based on patient safety and the approved recommended dose frequencies.
- Humana – CareSource covers certain drugs only if step-therapy criteria are met. Members may need to try a particular formulary drug before taking a nonformulary drug to receive Humana – CareSource approval.
- If a member has a drug allergy or intolerance or a certain drug might not be effective and a nonformulary agent is requested (i.e., a therapeutic interchange), a prior authorization request is required.

Drug coverage information for our Medicaid formulary is also available on ePocrates, a medical application you can download to your mobile device. Find out more at **epocrates.com**.

If you do not have access to the internet, please call us and we will mail or fax you the updates. Please call **1-855-852-7005** and follow the prompts to reach the pharmacy department.