

Current information about Humana – CareSource® and our services is always available online from our provider portal website at CareSource.com/ky. You can view and/or download information about the following topics and more:

- 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 practitioners’ 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:
 - Chronic obstructive pulmonary disease (COPD)
 - Perinatal care
 - Asthma
 - Diabetes
 - Attention-deficit/hyperactivity disorder (ADHD) in children
 - Depression in adults
 - CDC-recommended immunization schedules for individuals up to age 18 and individuals older than 18
 - Men and women: Stay healthy at 50-plus
- Humana – CareSource’s medical necessity criteria, including how to obtain or view a copy
- Availability of staff to answer questions about utilization management (UM) issues, including a toll-free number and member access to language assistance to discuss UM issues
- Humana – CareSource’s policy prohibiting financial incentives for UM decision-makers
- Humana – CareSource’s pharmaceutical management procedures, including:
 - Drug list
 - Restrictions and preferences regarding pharmaceutical management procedures
 - Limits and quotas
 - Exception requests
 - Generic substitutions, therapeutic interchanges and step therapy
- Humana – CareSource’s credentialing process, including application review, correcting erroneous information and, upon request, information on the status of the credentialing or recredentialing application
- Humana – CareSource’s member rights and responsibilities statement
- Up-to-date information about Humana – CareSource services and policies

If you have questions about accessing our website, or if you would like more information, please call health care provider services at 1-855-852-7005.