

## Provider survey feedback

Providers' experiences working with Humana – CareSource® compare favorably to other Medicaid insurance plans in the area, with more than three-quarters of respondents indicating they would recommend Humana – CareSource to other physician offices. Survey participants also think our provider relations representatives are well trained and able to answer questions and resolve problems.

The survey was conducted from January to March 2014 by The Myers Group, an independent survey vendor certified by the National Committee for Quality Assurance (NCQA). More than 300 surveys were conducted by mail or telephone with network providers in the greater Louisville area (Kentucky, region 3, the only region in which Humana – CareSource operated at the time).

While the feedback was largely positive, respondents said there are areas of service that need improvement. The quality of the Humana – CareSource provider orientation and our formulary are topics of concern based on the interviews and survey forms. We are following up on topics of concern. In future updates, we will keep you abreast of action plans to address them.

Humana – CareSource uses health care provider input to improve processes and policies. Please use the "Provider Feedback Survey" link on our website at <https://www.caresource.com/providers/kentucky> whenever and as often as you would like to provide input.



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### Formulary

Humana – CareSource's website includes an easy-to-use comparable drug search as a part of its formulary tool. The search function allows providers to check for generic alternatives, prior authorization requirements and specific restrictions that may apply. The search tool and formulary can be found at <https://www.caresource.com/providers/kentucky/member-care/pharmacy/searchable-drug-formulary>

In an effort to improve the formulary, Humana– CareSource regularly reviews drug lists and often includes providers' recommendations. A pharmacy and therapeutics committee invites public comment on medications and therapeutics covered in the formulary. For more information, visit <https://www.caresource.com/providers/kentucky/member-care/pharmacy/pharmacy-and-therapeutics-committee-meeting>



### *No copayments for Humana – CareSource members*

Humana – CareSource is the only Medicaid plan in Kentucky that does not require copayments. Although the Kentucky Department for Medicaid Services (KDMS) requires cost-sharing for Medicaid consumers, Humana – CareSource members do not owe copayments.

### *Provider orientation*

For most providers, online orientation is an easy and convenient way to get to know Humana – CareSource. Others may benefit from face-to-face interactions. Humana – CareSource offers in-person orientation to health systems, hospitals, clinics and professional organizations that request it.

To request an orientation presentation or for more information, please contact the provider relations department at **1-502-213-4751**. Online orientation materials can be found at <https://www.caresource.com/providers/kentucky/provider-materials/provider-orientation>

## Claims Corner

### Taxonomy codes on claims

Claims submitted to Humana – CareSource must include correct billing, National Provider Identification (NPI) numbers and taxonomy codes. Codes used on submitted claims must be included on the commonwealth's Master Profile List (MPL).

Humana – CareSource can help expedite the approval and addition of NPIs to the master profile list. Simply fax the NPI addition request on your letterhead to Humana – CareSource's secure fax line at **1-937-487-0460**.

To determine an NPI or taxonomy code or verify approval, contact the Kentucky Department of Medicaid Services (KDMS) by email at **program.integrity@ky.gov** or by phone at 1-877-838-5085.

*Please note that if the billing provider is paid at a group level, both billing and rendering taxonomy are required. Otherwise, billing and rendering taxonomy are the same and rendering taxonomy is optional.*

### ICD-10 implementation

Although the federal government has delayed the transition to ICD-10 until at least Oct. 1, 2015, KDMS continues its rollout plan with end-to-end external testing to take place by Oct. 1, 2014.

For more details, see the Kentucky Cabinet for Health and Family Services' ICD-10 web page at **<http://chfs.ky.gov/dms/ICD10.htm>**

## Understanding fraud allegations

As part of its contract with the state Medicaid agency, Humana – CareSource must suspend or deny payments to providers when directed by the agency.

Section 6402(h)(2) of the Patient Protection and Affordable Care Act (PPACA) requires state Medicaid agencies to suspend Medicaid payments to health care providers if the agency determines there is a credible allegation of fraud and an investigation is underway.

For more information, please refer to CMS Bulletin CPI-B-11-04 at **<https://oig.hhs.gov/fraud/medicaid-fraud-control-units-mfcu/files/payment-suspensions-info-bulletin-3-25-2011.pdf>**



## Provider portal solutions

Humana – CareSource provides tools health care providers need to work with members efficiently. The secure provider portal (registration required) has tools to verify member eligibility and check the status of submitted claims, along with claims appeal submission, and prior authorization requests.

To get started, visit **<https://providerportal.caresource.com/ky>** and click on the “register here” link to create your login.





### ***Special communication services for members***

**Don't let barriers stand in the way.**

Humana – CareSource offers sign and foreign language interpreters for members who are hearing or visually impaired, do not speak English or have limited English-speaking ability. There is no cost to the member.

Participating health care providers are required to identify the need for special services and offer assistance. Please note that Humana – CareSource requires hospitals, at their own expense, to offer sign and foreign language interpreters.

To help qualified members receive assistance, health care providers may contact the provider services department at **1-855-852-7005**. Hours are Monday through Friday, 8 a.m. to 6 p.m. Eastern time.

### ***Member ID cards***

Humana – CareSource members are asked to present a member ID card every time services are rendered. If you are not familiar with a patient and cannot verify the individual as a Humana – CareSource member, ask to see a photo ID. If you suspect fraud, please contact us.

Before providing services, you can verify member eligibility by using our secure provider portal (registration required) or by calling **1-855-852-7005** and following the “member check” menu prompts.

# Disease management and health care goals

Humana – CareSource members diagnosed with asthma or diabetes are automatically enrolled in an enhanced disease management program,\* which offers resources and tools to help them reach their health care goals. Any member identified with a complex condition has a nurse assigned to his or her case.

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 quarterly diagnosis-specific educational mailings and monthly phone messages on disease-specific topics.

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**.

*\*Members may choose to opt out.*

## Diabetes screenings

Humana – CareSource educates members who have diabetes about the importance of adhering to prescribed treatment plans and completing health screenings to prevent complications. Health care providers can help by confirming that patients receive all appropriate recommended screenings (see below) and accurately documenting the results.

SCREENING	FREQUENCY
HbA1c	At least twice a year
Kidney function test	Annually
Retinal eye exam	Annually
Blood pressure check	At each visit



## Asthma controller medications

Following the National Heart, Lung and Blood Institute (NHLBI) Practice Guidelines for asthma, Humana – CareSource care managers educate members to help them understand their persistent asthma condition. They cover topics such as medication compliance, asthma trigger control, self-management and care coordination.

One particular focus is ensuring that members with persistent asthma receive needed controller medications and adhere to their treatment plans. We appreciate your efforts to make sure members receive the appropriate asthma medications for their needs. The disease management program is designed to support health care providers' care plans. For a list of preferred medications, see the pharmacy section of our website at <https://www.caresource.com/providers/kentucky/member-care/pharmacy>

### ***EPSDT services***

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services play a key role in preventive care for the Medicaid population. Humana – CareSource members should receive well-child checkups at specific ages from birth through age 20. These visits include immunizations, blood lead screenings, substance abuse treatment or other services as needed.

Health care providers are essential to the success of the EPSDT program. For more details regarding well-child exam frequency, immunization schedules, proper bill coding and procedures, please review the Humana – CareSource provider manual at <https://www.caresource.com/providers/kentucky/provider-materials/provider-manual>



### ***SBIRT services code***

Early intervention services support integrated behavioral health for patients with substance use disorders and those who are at risk of developing these disorders.

Screening, Brief Intervention and Referral-to-Treatment (SBIRT) services are covered by Kentucky Medicaid. The following Medicaid code may be used to bill for medically reasonable and necessary SBIRT services when delivered by a qualified health care provider licensed or certified under state law and operating within the scope of his or her licensures. Previously published codes were incorrect.

#### **Billable Code and Descriptor**

**99408** Screening, Brief Intervention and Referral to Treatment (SBIRT), 15 minutes

For more information on SBIRT, visit [www.integration.samhsa.gov/clinical-practice/sbirt](http://www.integration.samhsa.gov/clinical-practice/sbirt)



## ***Behavioral health hospital stay follow up***

When issues such as mental illness or substance abuse lead to hospital admission for a member, Humana – CareSource encourages him or her to see a behavioral health care provider for follow-up care within seven calendar days of discharge from the hospital.

Follow-up care helps reduce hospital readmissions and confirms compliance with his or her at-home care plan, including medication adherence.

Kentucky Medicaid may be able to help members with transportation for follow-up visits. Members can call 1-888-941-7433 to connect with Kentucky Medicaid transportation services.

## ***Preventive care guidelines***

Humana – CareSource adopts evidence-based preventive care guidelines from federal and medical professional organizations. We endorse the use of these treatment protocols by providers for the management of the following:

- Perinatal care
- Care for children up to 24 months old
- Care for children 2 to 19 years old
- Care for adults 20 to 64 years old
- Care for adults 65 years and older

Guidelines are reviewed and updated, as needed, at least every two years.

To access the entire set of preventive guidelines, as well as clinical practice guidelines, go to <https://www.caresource.com/providers/kentucky/member-care/clinical-guidelines>

## ***Prenatal and postpartum care time frames***

Timing is crucial when it comes to prenatal and postpartum care. Humana – CareSource stresses early and ongoing prenatal care for all pregnant members. Prenatal care should begin in the first trimester. A routine postpartum care visit should take place three to eight weeks after delivery. Earlier postpartum visits may be clinically warranted in some situations; however, cesarean section follow-up visits do not replace postpartum care visits.





### Provider access standards

Humana – CareSource’s provider access standards for different levels of care are reviewed regularly. We work with The Myers Group to make annual “secret shopper” phone calls to a sample of network health care providers. Programs like these help Humana – CareSource determine if members are able to schedule appointments within the standard time frames.

Please refer to the quality improvement program goals section of your Humana – CareSource provider manual to find access standards for primary care providers (PCP), non-PCP specialists and behavioral health care providers. Participating health care providers need to have procedures in place to see patients within established time frames and to offer office hours to their patients with Humana – CareSource coverage that are at least equivalent to those offered to other patients.

You can find our provider manual at <https://www.caresource.com/providers/kentucky/provider-materials/provider-manual>



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

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### HOW TO REACH US

Provider Services:  
**1-855-852-7005**  
(TTY: 1-800-648-6056 or 711)

24-Hour Nurse Advice Line:  
**1-866-206-9599**

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KY-P-245 | September 2014

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