



Opportunities to perform well-child checkups

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 use treatment or other services as needed.

School sports physicals are a great time to perform well-child checkups since it may be one of the few opportunities to do so throughout the year. Checkups can be performed during an acute-care visit, too. Please bill with appropriate well-child exam codes and include all aspects of EPSDT services. This includes medical and family history, a physical exam, immunizations as needed, review of medications, and appropriate safety and prevention guidance.

For more information regarding well-child exam frequency, immunization schedules, and proper bill coding and procedures, please review the Humana – CareSource health partner manual at CareSource.com/providers/kentucky/medicaid/provider-materials/provider-manual

From the Medical Director

As health care professionals, we all know the importance of comprehensive, quality medical care. Humana – CareSource is held accountable for a variety of quality measures related to patient care. These measures are tabulated using Medicaid Healthcare Effectiveness Data and Information Set (HEDIS®) methodology, a measurement tool used by the nation's health plans to evaluate their performance in terms of clinical quality and customer service.



Dr. Vaughn Payne

HEDIS measures encompass a wide range of conditions such as asthma, prenatal/postpartum, diabetes, behavioral health and preventive care. Our scores are calculated, in part, based on medical record reviews that you provide us. We appreciate everything you do to both provide and accurately document patient care. I personally know how difficult and time-consuming this process can be.

HEDIS measures are not just about scores and documentation, though – they are about ensuring that each patient receives the quality care they need and deserve from all of us. Healthier patients remain our common goal. Thank you for your dedication and hard work as we continue our shared efforts to achieve it. As always, please feel free to reach out to me if you have questions or comments regarding this or any other topic. You can reach me by email at vaughn.payne@caresource.com or by phone at **1-502-213-4730**.

Respectfully,



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

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Contact your health partner representative

Find the Humana – CareSource health partner representative assigned to your practice at: [CareSource.com/documents/provider-relations-representative-county-assignment-map](https://www.caresource.com/documents/provider-relations-representative-county-assignment-map)

Find UM criteria online

Utilization management (UM) helps maintain the quality and appropriateness of health care services provided to Humana – CareSource members. Our medical management department performs all UM activities, including prior authorization and discharge planning, based on nationally recognized criteria. This helps ensure that appropriate medical care is rendered in the most appropriate setting using the most appropriate resources. We also monitor the coordination of medical care to ensure its continuity.

Humana – CareSource's UM criteria are available in writing by fax or email request and on our website.

Fax: 1-888-246-7043

Email: KYMedicalManagement@caresource.com

Web: [CareSource.com/providers/kentucky/medical-policies](https://www.caresource.com/providers/kentucky/medical-policies)

NPIs and taxonomy codes must match the MPL

Claims submitted to Humana – CareSource must include correct billing and rendering National Provider Identifiers (NPIs) and taxonomy codes that match those included on the commonwealth's Master Provider List (MPL).

To verify that NPIs or taxonomy codes match the MPL, please follow these steps:

- Gather a list of the following information for all Medicaid providers in your practice:
 - NPIs for both rendering and billing practitioners
 - Taxonomy codes
 - Mailing/billing addresses
- Contact the Kentucky Department for Medicaid Services (KDMS) to verify your data by email at program.integrity@ky.gov or by phone at **1-877-838-5085**.

If you are an atypical provider using a CMS 1500 claim form, do not use NPIs or taxonomy codes. Instead, please include:

- Federal taxpayer identification number (TIN) in field 25
- G2 qualifier in field 33a
- Medicaid ID number in field 33b

Please contact your Humana – CareSource health partner representative if you need help. You can find frequently asked questions about claims on our website at:

CareSource.com/documents/claim-faq-for-kentucky-providers



Prepare for ICD-10 implementation

On Oct. 1, 2015, health partners must stop using International Classification of Diseases, 9th Revision (ICD-9) codes on claims and begin using ICD-10 codes. Humana – CareSource has created a Resource Center to help you and your team prepare. Visit CareSource.com/providers/kentucky/medicaid/claims-information/icd-10 for information, updates and resources.

Developing your own compliance plan

In order to protect you, your practice and your patients from fraudulent activities, the Office of Inspector General (OIG) suggests developing and following a voluntary compliance program.

According to the OIG, there are seven components of an effective compliance program. Establishing these basic steps within your practice will help to ensure that you are submitting true and accurate claims, as well as establishing a solid foundation of compliance.

1. Audit and monitor internally.
2. Execute compliance and practice standards.
3. Designate a compliance officer for your practice.
4. Train and educate staff as appropriate.
5. Respond quickly and appropriately to any detected issues or concerns and develop corrective actions and plans for future monitoring.
6. Establish and maintain open lines of communication with employees. Ensure that they know who the compliance officer is and the appropriate channels for communication.
7. Enforce and clearly publicize disciplinary standards and guidelines.

For more information, please refer to these OIG publications:

- “A Roadmap for New Physicians: Avoiding Medicare and Medicaid Fraud and Abuse” at http://oig.hhs.gov/compliance/physician-education/roadmap_web_version.pdf
- “Compliance Program Guidance for Individual and Small Group Physician Practices” at <http://oig.hhs.gov/authorities/docs/physician.pdf>

How to report fraud, waste or abuse

- Call **1-855-852-7005** and follow the appropriate menu option for reporting fraud.
- Write a letter or complete the fraud, waste and abuse reporting form at CareSource.com/documents/ky-fraud-waste-and-abuse-reporting-form
 - Mail to:
Humana – CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940
- Fax: 1-800-418-0248
- Email: fraud@caresource.com





Special communication services

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 partners 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 partners may contact the health partnerships department at **1-855-852-7005**. Hours are Monday through Friday, 8 a.m. to 6 p.m., Eastern Standard Time (EST).

UM communications

Health partners can contact us anytime about utilization management (UM). Humana – CareSource staff is available from 8 a.m. to 5 p.m. EST during normal business hours for inbound calls regarding UM issues. You can reach our health partnerships department at the number listed above.

After normal business hours, you may leave a voicemail message regarding UM issues. You can also fax us at 1-888-246-7043 or submit an email anytime to KYMedicalManagement@caresource.com. Voicemails or emails received after normal business hours are returned on the next business day and communications received after midnight on Monday – Friday are responded to on the same business day.

Check member ID cards and verify eligibility

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* that offers resources and tools to help them reach their health care goals. Some members identified with a complex condition have a nurse assigned to their 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 diagnosis-specific educational mailings.

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 opt out by calling 1-866-206-0272.*



Asthma medication adherence

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 and rescue medications and adhere to their treatment plans. We appreciate your efforts to make sure members receive the appropriate asthma medications for their needs. Our disease management program is designed to support health partners' care plans. For a list of preferred medications, see the pharmacy section of our website at **CareSource.com/providers/kentucky/medicaid/member-care/pharmacy**

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.

Antipsychotic drugs for children and adolescents

Increasingly, antipsychotic drugs are being prescribed to children and adolescents diagnosed with a variety of mental health conditions. While there are Food and Drug Administration (FDA)-approved indications for some mental health conditions in pediatric populations, prescriptions for these are often written for off-label indications.

Concern has developed about adverse effects from off-label use that could impact patients. Prescribers should be cautious to encourage timely access to safe and effective psychotropic medication use, improved outcomes for these children, and reduced medication-related adverse effects.

Potential appropriate uses include:

- Aggression or severe disruptive behavior with significant risk of harm to others or oneself
- Aggression and/or self-injury associated with autistic/intellectual disability
- Severe refractory tics
- Psychosis

Discouraged uses include:

- Chronic mood dysregulation
- Sleep aid
- Attention Deficit Hyperactivity Disorder (ADHD)
- Anxiety

Risks of antipsychotic use in pediatric patients include:

- Extrapyrimal symptoms
- Metabolic changes (increased risk of diabetes)
- Seizure
- Suicidality
- Sedation
- Tachycardia
- Orthostatic hypotension
- Blurred vision

Tips to help avoid adverse effects

- Verify dose is appropriate for the age and weight of the child. Start at the lowest dose and titrate up, as needed, for clinical effect.
- Avoid polypharmacy with psychotropic medications whenever possible.
- Monitor efficacy and course of illness.
- Evaluate patient for adverse effects at each follow-up visit. Check fasting blood levels every six months for the first year and then annually.
- Reassess treatment plan and duration.
- Use tapering process to discontinue any unnecessary medications.



Valuable information resources available for Humana – CareSource health partners

Humana – CareSource provides information about many topics of interest to health partners that is available in your health partner manual, and/or via a few simple clicks on our website at [CareSource.com/providers/kentucky/medicaid/member-care/clinical-guidelines](https://www.caresource.com/providers/kentucky/medicaid/member-care/clinical-guidelines).

Such information includes the following:

- Information about Humana – CareSource's quality improvement program, such as goals, processes, and outcomes related to care and service
- Information about case and disease management programs, including how to use the services and how Humana – CareSource works with a 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. The four adopted clinical guidelines are:

A. Clinical Practice Guidelines

- Asthma (“Guidelines for the Diagnosis and Management of Asthma”)
- Attention Deficit Hyperactivity Disorder (ADHD) (“AAP Clinical Practice Guidelines”)
- Depression (“Treatment of Patients with Major Depressive Disorder”)
- Diabetes (“Standards of Medical Care in Diabetes – 2013”)

Examples of other guidelines include:

- Cancer
- Chronic Heart Failure
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease
- Dental
- Domestic Violence
- EPSDT
- High Cholesterol
- HIV
- Non-Mild Hypertension
- Pediatric Immunizations/CDC Recommended Immunization Schedule (updated 4/1/2015)
- Prenatal and Postpartum Care
- Treatment of Patients with Acute Stress Disorder and Post-traumatic Stress Disorder
- Treatment of Patients with Bipolar Disorder
- Treatment of Patients with Delirium
- Treatment of Patients with HIV/AIDS
- Treatment of Patients with Obsessive-Compulsive Disorder
- Treatment of Patients with Panic Disorder
- Treatment of Patients with Schizophrenia
- Treatment of Patients with Substance Use Disorders
- Assessment and Treatment of Patients with Suicidal Behavior
- Integrated Guidelines for Cardiovascular Health and Risk Reduction in Children and Adolescents
- Sickle Cell
- USPSTF A and B Recommendations
- Vision

(continued)

B. Preventive Care

- CDC Recommended Immunization Schedule for Persons Ages 0–18 Years
 - CDC Recommended Immunization Schedule for Persons Over 18 Years of Age
 - Integrated Guidelines for Cardiovascular Health and Risk Reduction in Children and Adolescents
 - Men: Stay Healthy at Any Age
 - Men: Stay Healthy at 50+
 - Women: Stay Healthy at Any Age
 - Women: Stay Healthy at 50+
 - US Preventative Services Task Force A and B
- Information about Humana – CareSource’s medical necessity criteria, including how to obtain or view a copy of criteria
 - Information about the availability of staff to answer questions about utilization management (e.g., prior authorization) issues
 - The toll-free number to contact staff regarding utilization management issues
 - The availability of TDD/TTY services for members
 - Information about how members may obtain language assistance to discuss utilization management issues
 - Humana – CareSource’s policy prohibiting financial incentives for utilization management 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 quantity limits; 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 credentialing application
 - Humana – CareSource’s member rights and responsibilities statement

The most recent information about Humana – CareSource and our services for health partners and members is always available on our website. Your health partner representative is always ready to provide you with additional information.

Access standards online

Humana – CareSource’s health partner access standards for different levels of care are reviewed regularly. We work with a third-party vendor to make annual “secret shopper” phone calls to a sample of network health partners. 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 section of our website to find access standards for primary care providers (PCP), non-PCP specialists and behavioral health care providers at: CareSource.com/providers/kentucky/medicaid/member-care/quality-improvement

Participating health partners must 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.

Find quarterly formulary updates online

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

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



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

ProviderSource is a publication of Humana – CareSource, a managed care health plan serving the Commonwealth of Kentucky.

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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