



Network Notification

Date: June 22, 2017
To: Kentucky Medicaid Health Partners
From: Humana – CareSource
Subject: Third Party Liability (TPL) / Coordination of Benefits (COB) Avenues to obtain the Information

Obtain, validate, Update or Change TPL/COB Information on Members

Humana – CareSource would like to inform you of all the different avenues you can use to have a member's TPL/COB information validated, updated, or changed.

Humana – CareSource is committed to providing you the most current and timely information, to ensure that you have the needed TPL/COB information to properly submit claims for processing.

Here are some commonly asked questions concerning COB:

How do I know if a member has other coverage?

- It is the responsibility of the health partner to verify and obtain all Coordination of Benefits (COB) information at the time of service.
- There are two ways to verify:
 - Online: Visit the **Provider Portal** <https://providerportal.caresource.com/KY> to view the COB information that Humana - CareSource has on file for the member.
 - By phone: Call **1-855-852-7005** and follow the menu prompts.

What If I receive a denial for COB and the member's primary coverage is no longer effective?

- By going to the **Provider Portal**: <https://providerportal.caresource.com/KY> you can actually add information and submit information through the COB screen in the portal. We will investigate your inquiry and update the member information in our system.
- By email: COBKentucky@caresource.com We will investigate your inquiry and update the member information in our system.
- Call Provider Services: **1-855-852-7005**
- After Humana – CareSource confirms that the member no longer has primary coverage, the member information is updated in our system.

If I receive a denial showing the member has other coverage, how can I get the other coverage information?

- Online: You can obtain the other coverage information that Humana – CareSource has on file by reviewing the member's eligibility information on our **Provider Portal**.
<https://providerportal.caresource.com/KY>
- By phone: Call **1-855-852-7005** and follow the menu prompts.

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