

Humana – CareSource earns high member ratings

In the most recent Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, members rated Humana – CareSource® very high among Kentucky Medicaid health plans. Members gave high marks to their personal doctor, their ability to get the care they need, and how well their doctors communicate with them.

More than 88 percent of members who responded to the survey indicated that they usually or always:

- Received respect from their personal doctor
- Spent the right amount of time with their personal doctor
- Were treated with courtesy and respect by Humana – CareSource customer service
- Found Humana – CareSource forms easy to fill out

The CAHPS survey is administered annually for the Kentucky Department for Medicaid Services to ensure members of Medicaid managed care plans have timely access to high-quality health care services.

Thank you! These results would not be possible without your commitment to quality care.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



COMING SOON: Receive this newsletter in your inbox

Future issues of the *ProviderSource* newsletter and other important Humana – CareSource information will soon be available via email. The new e-communication system will improve efficiency by sending timely news straight to your inbox, and the information can be tailored to meet your needs. Stay tuned. When it is available, a link to register your email address and contact information will be posted on our Provider Portal login page at: <https://providerportal.caresource.com/KY>

Prior authorization submission options for Synagis®

The current Respiratory Syncytial Virus (RSV) season continues through March 31, 2015. Please use one of the following options when submitting a prior authorization request to administer Synagis® in a provider's office, home setting or outpatient clinical setting.

- *Online:* For faster processing, submit your request using our secure provider portal. Visit <https://providerportal.caresource.com/KY> and click on "Register here" to get started.
- *Fax:* Complete the Synagis Prior Authorization form and fax it to **1-888-399-0271**. Find the form at: CareSource.com/documents/ky-p-11c-pharmacy-synagis-prior-authorization-form
- *Call:* **1-855-852-7005**. Follow the menu prompts for Specialty Medications.
- Mail a request to: Humana – CareSource, Attn: Specialty Pharmacy, P.O. Box 1307, Dayton, OH 45401-1307

Prior authorization requests must include clinical documentation.



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. Codes used on submitted claims must match those included on the Commonwealth's Master Provider List (MPL).

To verify that your NPIs or taxonomy codes match the MPL, 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 addressesProviders may use up to 30 NPIs and 30 taxonomy codes per Medicaid record.
- 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 your federal taxpayer identification number (TIN) in field 25, G2 qualifier in field 33a, and Medicaid ID number in field 33b.

Please contact your Humana – CareSource provider relations representative if you need help. You can also find Frequently Asked Questions about claims on our website at: CareSource.com/documents/claim-faq-for-kentucky-providers

Contact your provider relations representative

Find the Humana – CareSource provider relations representative assigned to your practice at: CareSource.com/documents/provider-relations-representative-county-assignment-map

Federal False Claims Act

Using the False Claims Act, you can help reduce fraud against the federal government. It allows citizens to bring “whistleblower” lawsuits on behalf of the government – known as “qui tam” suits – against groups or individuals defrauding the government through programs, agencies, or contracts. Details can be found at: **[CareSource.com/providers/kentucky/medicaid/plan-participation/false-claims-act](https://www.caresource.com/providers/kentucky/medicaid/plan-participation/false-claims-act)**

Please ensure your employees are familiar with the False Claims Act as well as applicable state laws regarding Medicare and Medicaid fraud. You can report fraud, waste or abuse to the Humana – CareSource Special Investigations Unit. Find your reporting options at the following link: **[CareSource.com/providers/kentucky/medicaid/plan-participation/report-fraud](https://www.caresource.com/providers/kentucky/medicaid/plan-participation/report-fraud)**



Check member ID cards at each visit

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.

The recent Medicaid open enrollment period in Kentucky may result in some patients changing their health insurance coverage. 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.



Nurse advice line available to members

Please encourage your patients with Humana – CareSource coverage to call our 24-hour nurse advice line with health and medical questions when their health care providers are not available. Through this free member benefit, our experienced registered nurses can assess a member's condition and direct the member to the most appropriate care setting. The toll-free number can be found on the back of the Humana – CareSource member ID card.



Member rights and responsibilities

Humana – CareSource encourages members to know their rights and responsibilities to help them be active participants in their health care. Members are notified of their rights and responsibilities in the Member Handbook and on our website. Please see your Humana – CareSource Provider Manual at the following link for a complete list of member rights and responsibilities: [CareSource.com/providers/kentucky/medicaid/provider-materials/provider-manual](https://www.caresource.com/providers/kentucky/medicaid/provider-materials/provider-manual)

Hours of operation reminder

Providers are expected to offer Humana – CareSource members and other Medicaid patients office hours that are at least the equivalent of those offered to patients with commercial insurance.

Promote appropriate use of antibiotics

Humana – CareSource continues to inform our members, through newsletters and interactions with our care management team, that antibiotics are not needed for viral upper respiratory infections (URIs). Members are educated on URI symptoms, the appropriate use of antibiotics, hand washing and flu vaccines. Members also are encouraged to call our 24-hour nurse advice line with questions and for guidance on appropriate levels of care.

How you can help

- Continue to help your patients understand the most appropriate use of antibiotics.
- Use proper billing codes for the patient's diagnosis.
- Remind members of our toll-free nurse advice line.



HEDIS measures of focus for 2015

Healthcare Effectiveness Data and Information Set (HEDIS®) is the measurement tool used by the nation's health plans to evaluate their performance in terms of clinical quality and customer service. We also use these standards to monitor the care given by Humana – CareSource providers.

HEDIS scores are compiled using both claims and medical records data. Areas of focus for 2015 include:

- Comprehensive diabetes care
- Controlling high blood pressure
- Use of appropriate medications for people with asthma
- Prenatal and postpartum care
- Weight assessment for children and adolescents
- Counseling on nutrition and physical activity for children and adolescents
- Adult body mass index (BMI) assessment
- Well care, immunizations and dental care for children and adolescents

A complete list of specific measures can be found in the HEDIS Measures section of the Humana – CareSource provider manual online at: CareSource.com/providers/kentucky/medicaid/provider-materials/provider-manual

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

Utilization management reminder

Utilization review determinations are based only on appropriateness of care and service and existence of coverage. Humana – CareSource does not reward health care providers or our own staff for denying coverage or services. There are no financial incentives for our staff members that encourage them to make decisions that result in underutilization. Our members' health is always our number one priority.



Emphasizing well care for teens and adults

Help us remind our members that well-care checkups are not just for children. Well-care exams can be performed during an acute-care visit. Be sure to include appropriate well-care codes when submitting claims.

Many outpatient behavioral health services no longer require prior authorization

Earlier this year Humana – CareSource offered many new behavioral health services as a result of the Kentucky Department of Medicaid Services benefit expansion. Effective Jan. 1, 2015, we have removed prior authorization requirements for many traditional outpatient services for mental health and substance use.

Prior authorization is no longer required for the following:

- Individual and family therapy
- Psychoanalysis
- Alcohol and drug services
- Comprehensive community support services

For more information, please email kentuckybhinfo@caresource.com or call **1-855-708-4835**.

Flu and pneumonia vaccine coverage

Cold and flu season is here. Humana – CareSource covers flu and pneumonia vaccines for members at their provider’s office or any network pharmacy that provides the vaccines. Quadrivalent flu vaccines are not covered.

Members who are younger than 19 years of age should obtain an annual flu vaccine in coordination with the Vaccines for Children (VFC) program. VFC details can be found at: <http://www.cdc.gov/vaccines/programs/vfc/index.html>



Pharmacy updates

- Humana – CareSource no longer distributes quarterly mailings of our Medicaid formulary changes. The information is now posted on our website. You can find Humana – CareSource pharmacy information at: CareSource.com/providers/kentucky/medicaid/member-care/pharmacy
- Nexium 24HR[®], the over-the-counter version of Nexium[®] capsules, is covered without prior authorization for Humana – CareSource Medicaid members. Nexium[®] capsules still require prior authorization.
- Ventolin HFA[®] is the preferred albuterol inhaler for Humana – CareSource members.
- Effective Oct. 6, 2014, hydrocodone combination products were rescheduled from Schedule III to Schedule II of the Controlled Substances Act. Prescriptions for hydrocodone combination products must now adhere to all prescribing requirements for Schedule II medications. Prescriptions issued on or after Oct. 6, 2014, cannot authorize refills, but prescriptions issued before the effective date can be refilled as originally indicated.
- The sale of Namenda[®] (immediate-release tablets) has been discontinued. Namenda XR[®] (extended release-capsules) requires prior authorization for Humana –CareSource members. Other drugs that can be used in place of Namenda[®] without prior authorization are:
 - galantamine 4 mg, 8 mg, and 12 mg
 - galantamine ER 8 mg, 16mg, and 24 mg
 - donepezil 5 mg and 10 mg (23 mg tablets require prior authorization)
 - donepezil ODT 5 mg and 10 mg
 - rivastigmine 1.5 mg, 3mg, 4.5 mg, and 6 mg (capsules only, not patches)

Clinical practice guidelines available online

Humana – CareSource adopts evidence-based clinical practice guidelines from federal and medical professional organizations. We endorse the use of these treatment protocols by providers for the management of a variety of conditions such as:

- Asthma
- Diabetes
- Attention Deficit Hyperactivity Disorder (ADHD)
- Depression

Guidelines are reviewed and updated, as needed, at least every two years. The guidelines help ensure:

- Proper diabetes screenings, including Hemoglobin A1C, LDL-C, dilated retinal eye exam, blood pressure monitoring and treatment, and screening for nephropathy
- Medication management for asthma and ADHD
- Appropriate follow-up care after inpatient admissions for members with depression

To access our entire set of clinical and preventive care guidelines, as well as updates and newly added guidelines, visit our website at: CareSource.com/providers/kentucky/medicaid/member-care/clinical-guidelines



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

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