

Communicating with Humana – CareSource

Humana – CareSource communicates with our provider network through a variety of channels, including phone, fax, provider portal, newsletters, website and network notifications.

Humana – CareSource Hours of Operation

Provider services:

Monday through Friday, 8 a.m. to 6 p.m. EST

Member services:

Monday through Friday, 7 a.m. to 7 p.m. EST

24-hour Nurse Advice Line 24/7/365

Please visit our website for the holiday schedule or contact provider services for more information.

Phone

To help us direct your call to the appropriate professional for assistance, you will be instructed to select the menu option(s) that best fits your need. Please note that our menu options are subject to change. We also provide telephone based self-service applications that allow you to verify member eligibility.

Phone numbers

Provider relations	1-855-852-7005
Provider services	1-855-852-7005
Prior authorizations	1-855-852-7005
Case management	1-866-206-0272
Claims inquiries	1-855-852-7005
Credentialing	1-855-852-7005
Member services	1-855-852-7005
24-hour Nurse Advice Line	1-866-206-9599
Fraud, Waste and Abuse Hotline*	1-855-852-7005
TTY for the hearing impaired	1-800-648-6056 or 711

Fax numbers

Case management referral	1-888-211-9858
Credentialing	1-502-508-0521
Fraud, Waste and Abuse*	1-800-418-0248
Medical prior authorizations	1-888-246-7043
Pharmacy prior authorizations	1-866-930-0019
Provider appeals	1-855-262-9793
Provider maintenance (e.g., office changes, adding/deleting providers)	1-800-626-1686

** Information reported to us can be reported anonymously and is kept confidential to the extent permitted by law.*

Website

Accessing our website CareSource.com/ky, is quick and easy. On the provider section of the site you will find commonly used forms, newsletters, updates and announcements, our provider manual, claims information, frequently asked questions and much more.

Provider Portal: <https://providerportal.caresource.com/ky>

Our secure online provider portal allows you instant access at any time to valuable information, tools including clinical guidelines and other resources. Simply enter your User Name and Password (if already a registered user), or submit your information to become a registered user (see below). Assisting you is a top priority in order to achieve better health outcomes for our members.

Provider Portal Benefits

- A secure online (encrypted) tool that allows you to easily access time-saving services and critical information
- Available 24 hours a day, seven days a week
- Free
- Accessible on PCs without additional software

Provider Portal — Value to You

We encourage you to take advantage of the following time-saving tools:

- Payment History — Search for payments by check number or claim number
- Claims Information — Search for status of claims, claims recovery and claims appeals
- Coordination of Benefits (COB) — Confirm COB for members
- Explanation of Payment (EOP) — Access from the secure provider portal with the option to print
- Prior Authorization — Obtain authorizations for medical inpatient/outpatient, home health care and Synagis
- Eligibility Termination Dates — View a member's termination date (if applicable)
- Case Management Referrals — Submit case management referrals using the online referral form
- Dental and Vision History — View a member's dental and vision history, if applicable
- Provider Membership List — View provider membership rosters and implement changes and pharmaceutical services

Portal Registration

If you are not registered with the Humana – CareSource provider portal, please follow these easy steps:

1. Go to the provider portal, <https://providerportal.caresource.com/KY/User/Login.aspx>, and click on the “Register Now” button and complete the 3-step registration process. Note: You will need to have your tax ID number
2. Click the “Continue” button
3. Note the user name and password you create so that you can access the portal's many helpful tools
4. If you do not remember your user name/password, please call provider services at 1-800-852-7005

How to Communicate with Humana – CareSource by Mail

Correspondence address:

Humana – CareSource

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

Provider appeals mailing address:
Humana – CareSource
P.O. Box 823
Dayton, OH 45401-0823

Member appeals and grievances mailing address:
Humana – CareSource
P.O. Box 221529
Louisville, KY 40252-1529

Claims mailing address:
Humana – CareSource
Attn: Claims Department
P.O. Box 824
Dayton, OH 45401-0824

Fraud, waste and abuse mailing address:
Humana – CareSource
Attn: Special Investigations Department
P.O. Box 1940
Dayton, OH 45401-1940

Please visit CareSource.com/KY for more information about submitting appeals online.

Newsletters

Humana – CareSource communicates with providers in a variety of ways. Our provider newsletter, produced three times a year, is available online and contains operational updates, clinical articles and new initiatives underway at Humana – CareSource. Please visit <http://www.caresource.com/providers/kentucky/provider-materials/newsletters/> for the ProviderSource newsletter.

Network Notifications

Network notifications are published for Humana – CareSource providers to regularly communicate updates to policies and procedures. Network notifications are found on our website, CareSource.com/ky, and the provider portal.

Provider Demographic Changes and Updates

Advance written notice of status changes, such as a change in address, phone, or adding or deleting a provider to your practice helps us keep our records current and are critical for claims processing. Please submit changes promptly.

By mail:
Humana – CareSource
Attn: Provider Maintenance

12501 Lakefront Place
Louisville, KY 40299
Email: chcpr@humana.com

Fax: 1-800-626-1686