

Claim FAQ for Kentucky Providers

1. Q: Why are our claims being rejected due to listed information that does not correspond to the information on file with the Kentucky Department of Medicaid Services' (KDMS) Master Provider File (MPL)?

A: Rejection of a claim occurs in one of the following instances:

1. Required billing information was omitted.
2. The information submitted does not match information on file with the state MPL. See the Provider Enrollment Validation Process worksheet on the last page of this document for examples.

2. Q: How do we determine what information does not match the MPL and make necessary updates?

A: To remedy rejected claims, providers can take the following action:

1. Confirm that your billing format includes billing and rendering NPI and taxonomy. Please reference our network notice for detailed instructions at <https://www.caresource.com/documents/claims-payment-process-change-network-notification/>. If information is missing, add the information and resubmit your claim.
2. If your billing information is correctly reported on the claim form, contact the KDMS Enrollment Department at 1-877-838-5085 and request verification that your information is valid and matches the MPL. Verify the following information with KDMS:
 - Billing and rendering provider NPI
 - Billing and rendering taxonomy
 - Remit address (including city, state and ZIP + 4 suffix)

3. Q: How can providers update the MPL?

A: Contact the KDMS Enrollment Department at 1-877-838-5085, or mail your notice to:
 KDMS Enrollment
 P.O. Box 2110
 Frankfort, KY 40602

All changes must be sent on your letterhead. Please be sure to include your Medicaid ID and NPI, your signature and attach your National Plan and Provider Enumeration System (NPPES) printout.

4. Q: Which clearinghouses have a direct connection with Humana – CareSource®?

A: The following clearinghouses are preferred by Humana – CareSource:

Clearinghouse	Phone	Website
Emdeon	1-800-845-6592	www.emdeon.com
Quadax	1-866-422-8079	www.quadax.com
Relay Health	1-800-778-6711	www.relayhealth.com
Practice Insight	1-713-333-6000	www.practiceinsight.net
ZirMed	1-877-494-7633	www.zirmed.com

5. Q: What do I do if my electronic medical record (EMR) or billing software vendor doesn't use a direct connect clearinghouse listed above?

A: Most clearinghouses can access one of our clearinghouses on your behalf. This will allow you to file with your clearinghouse. They then can forward Humana – CareSource claims to us.

6. Q: Why did I receive notification of payment recovery (e.g., take back with code N31)?

A: Humana – CareSource identified internal system errors and claims that should have been rejected at the gateway. Due to missing and/or invalid information, the errors in question were processed when they should not have.

Once Humana – CareSource identified the problem, we issued a take back. Internal system errors have been corrected so that claims with missing and/or invalid information will be rejected before they are adjudicated. In order to be paid for the recovery, you should correct the error on the claim and resubmit the claim.

7. Q: If I have questions about my claims, whom should I contact?

A: Humana – CareSource Provider Service is available by calling 1-855-852-7005. Hours are Monday through Friday, 8 a.m. to 6 p.m. Eastern time. If you have issues, you also may contact your provider relations representative. The provider relations territory map can be found at <https://www.caresource.com/providers/kentucky/contact-us/>.

8. Q: Are providers required to have a Medicaid ID?

A: Yes. Although we only require atypical providers to file claims with their Medicaid ID, all providers must maintain enrollment in Kentucky Medicaid. If a provider's Medicaid ID enrollment lapses, the managed care organization (MCO) must terminate the provider. Humana – CareSource will then be unable to pay the submitted claims.

The state requires an Annual Disclosure of Ownership (ADO) to maintain Medicaid enrollment. It is important that a completed ADO is returned to the state on the provider's behalf to avoid a lapse in enrollment.

9. Q: Why are my claims for newborns being rejected due to a missing Medicaid ID?

A: KDMS requires a Medicaid ID on claims submitted for newborns.

10. Q: Can I submit claims with ICD- 10 codes?

A: No. ICD- 10 implementation has been postponed. Please do not submit claims with ICD- 10 codes until ICD- 10 is implemented (not earlier than Oct. 1, 2015).

11. Q: Why are claims for lab, durable medical equipment (DME) and ambulance services being rejected for rendering NPI?

A: Humana – CareSource changed its claims logic regarding certain services for lack of rendering provider NPI. Your claims should no longer be rejected for this particular reason.



12. Q: Why has the Humana – CareSource online dental claim form been changed to require a taxonomy ID?

A: KDMS requires a taxonomy ID for billing and rendering providers for dental claims.

Provider Enrollment Validation Process

for providers with rejected claims for MPL, NPI or taxonomy mismatch

- Gather a list of all Medicaid provider rendering and billing NPI, taxonomy and mailing/billing addresses.
- Enroll with as many as 30 NPI and 30 taxonomy IDs per Medicaid record.
- Record all codes used for billing.
- Contact the KDMS Enrollment Department at 1-877-838-5085 to verify your data.

Note: If you have a large number of rendering providers to verify, please contact your Humana – CareSource provider representative for assistance. The map is located on the Kentucky provider website at <https://www.caresource.com/providers/kentucky/contact-us/>. If you are able to provide the list in Excel format, we can help you validate your provider enrollment on the state’s MPL.

Example:	Data from Provider Claim	KDMS MPL Validation	Outcome
Medicaid ID	11111111	11111111	Match
Medicaid ID term date	12/31/2299	12/31/2299	Match
NPI	222222222	222222222	Match
NPI term date	12/31/2299	12/31/2299	Match
Taxonomy	333333333X	333333333X	Match
Taxonomy term date	04/01/2016	04/01/2014	Mismatch: expired taxonomy, needs update
Remit address	PO Box 4444, City, State, 55555-6666	PO Box 4444, City, State, 55555-0000	Mismatch: ZIP code 4 suffix does not match the MPL, needs update