



**Network Notification**

**Date:** July 19, 2017  
**To:** Kentucky Medicaid Health Partners  
**From:** Humana – CareSource®  
**Subject:** Provider Information Change

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Advance written notice of status changes, such as a change in address, phone number or an addition or deletion of a physician or other health care provider to your practice helps Humana – CareSource® keep its records current and is critical for claim processing. The following minimum-notice-required timelines for information changes are important for Humana – CareSource to reduce claims processing turnaround times:

Type of change	Minimum notice required*
Add or delete providers	Immediate
Provider(s) leave practice	Immediately upon provider notice
Phone number change	10 calendar days
Address change	60 calendar days
Change in capacity to accept members	60 calendar days
Provider intent to terminate	90 calendar days

This information is also reportable to Medicaid and Medicare. If you need to sign up for Medicaid, please email: [providermedicaidenrollment@humana.com](mailto:providermedicaidenrollment@humana.com).

**How to Submit Changes to Humana – CareSource**

**Email:** [chcpr@humana.com](mailto:chcpr@humana.com)  
**Fax:** 1-800-626-1686  
**Call:** 1-800-457-5683  
**Mail to:** Humana – CareSource  
Attn: Provider Maintenance  
12501 Lakefront Place  
Louisville, KY 45202

*\*Please note: Changes in the Humana – CareSource system are not immediate and may take as long as the time frame listed to implement. As a result, please notify Humana – CareSource of changes as soon as possible to avoid delays in claims processing.*