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Network Notification

Date: **November 15, 2013**   Number: KY-P-2013-16

To: Office Manager/Participating Health Care Provider
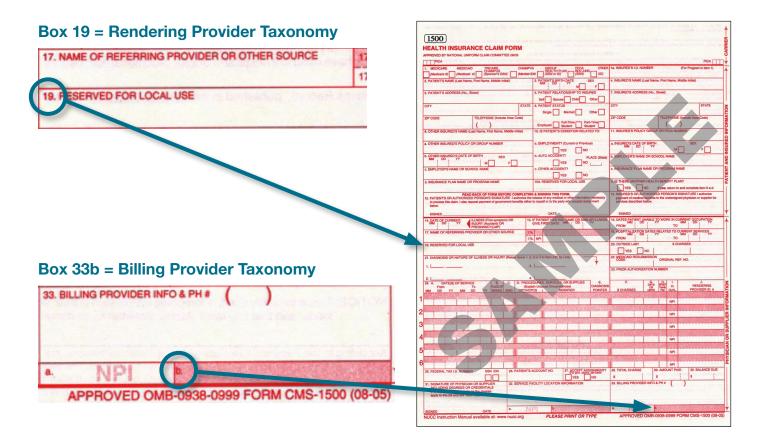
From: Humana – CareSource™

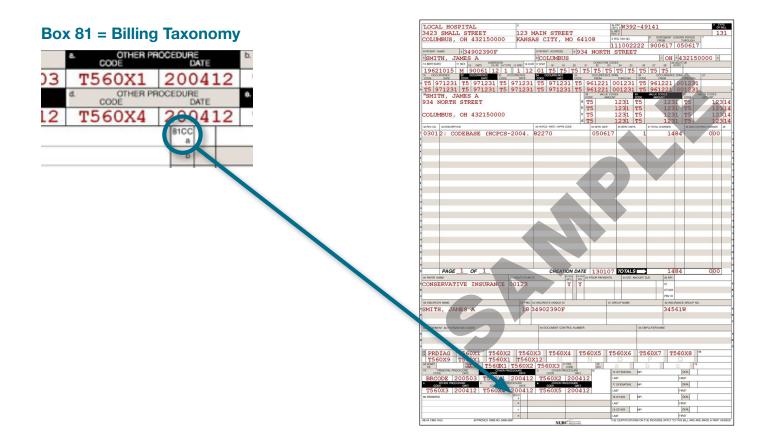**Subject: URGENT Claims Payment Process Change**

Humana – CareSource wants to help facilitate the submission of complete claims that are processed in a timely manner. To that end, it is critical that all claims for Humana – CareSource members are in compliance with Kentucky Department for Medicaid Services (KDMS) requirements. On October 4, 2013, we issued a network notification regarding verification of a health care provider's National Provider Identifier (NPI) with the Commonwealth, as well as requirements regarding the inclusion of the taxonomy number, the rendering provider and billing address for successful claims submission.

Provider Actions Needed:
1. **Claims must include the correct rendering and billing tax ID number (TIN), NPI, taxonomy and address that are included on the Commonwealth's Master Provider List (MPL).**

   For claims submitted on or after December 9, 2013, NPI and taxonomy codes are required for both the rendering provider and the billing provider. **If correct codes are not included on the claim or the codes included on the claim do not match the MPL, the claim will be rejected.** This applies to both paper and electronic claims. See the following example of the taxonomy requirement excerpts:

Box 19 = Rendering Provider Taxonomy

Box 33b = Billing Provider Taxonomy

Box 81 = Billing Taxonomy

2. Verify that KDMS has accurate information on the MPL.

If needed, send updated enrollment data on letterhead to:

Kentucky Medicaid, Provider Enrollment
P.O. Box 2110
Frankfort, KY 40602

Additionally, Humana – CareSource Provider Relations can help with the process. Please fax your request on letterhead listing the updated information that you would like added/verified to (937) 487-0460.

Questions?

If you have questions, please call our Provider Services Department at 1-855-852-7005, Monday through Friday, 8 a.m. to 6 p.m. EST.

Thank you for being a Humana – CareSource provider and serving our members.