Network Notification – Humana Healthy Horizons in Ohio

To:	Humana Healthy Horizons® in Ohio provider network
From:	Humana Healthy Horizons in Ohio
Subject:	Provider network notification – Provider network management
Effective date:	Oct. 20, 2023

This notice is to remind providers to make updates to their PNM profile before Oct. 20, 2023, to avoid claim denials.

Effective Oct. 20, the Next Generation Medicaid managed care organizations, the OhioRISE plan and MyCare Ohio plans must use provider data from Ohio Medicaid's provider network management (PNM) module as it is the official system of record. To ensure the provider data sent from the PNM to the managed care entities (MCE) is accurate, it is imperative that your records are updated within the PNM module. **In accordance with Ohio Department of Medicaid guidance, if your data in the PNM module does not match your data on the submitted claim, your claims will be denied for payment.**

Actions needed by you as a provider:

1. Check that all data submitted on a claim and within the PNM module (e.g., addresses, affiliations, specialties, locations) is accurate.
2. Access "Provider Education & Training Resources" within the PNM "Learning" tab for step-by-step instructions.
3. Continue to update data as changes occur. MCEs use this information as the system of record moving forward.

For more information

For technical support or assistance, contact Ohio Medicaid's Integrated Helpdesk (IHD) at **800-686-1516** and follow the prompts for Provider Enrollment (option 2, the select option 2 in the next menu) or email IHD@medicaid.ohio.gov. Representatives are available Monday – Friday, 8 a.m. – 4:30 p.m., Eastern time.

To learn more about the PNM module and centralized credentialing, visit the PNM and centralized credentialing page https://managedcare.medicaid.ohio.gov/wps/portal/gov/manc/managed-care/centralized-credentialing on the **Next Generation website**.

Humana Healthy Horizons in Ohio is a Medicaid Product of Humana Health Plan of Ohio, Inc.