



# Humana Healthy Horizons in Kentucky

## 2025 Provider Resource Guide

### Online self-service

A variety of Humana Healthy Horizons® in Kentucky provider resources are available online at [Humana.com/Provider](https://www.humana.com/Provider) (no registration required). Check [Humana.com/HealthyKY](https://www.humana.com/HealthyKY) for Medicaid-specific materials, communications and quality resources, including:

- Claims resources
- Network notices
- Pharmacy resources
- Provider publications, including the provider manual, newsletters and program updates
- Provider relations representative assignments
- Training materials
- Quality resources

### Join the network

Please submit the [online Request to Join form](#) to initiate your request to join Humana's Healthy Horizons network (medical and behavioral health).

### Availity Essentials

Healthcare providers who want to work with Humana Healthy Horizons online can register for Availity Essentials™ at no cost.

This multipayer portal allows healthcare providers to interact securely with Humana and other participating payers without learning multiple systems or remembering user IDs and passwords for each payer. Providers can access many Humana-specific tools within [Availity Essentials](#).

To learn more, call Availity Essentials at 800-282-4548, Monday – Friday, 8 a.m. – 6 p.m., Eastern time or visit [availity.com](https://www.availity.com). With Availity Essentials, providers can:

- Check eligibility and benefits
- Submit referrals and authorizations
- Submit claims and check claim status
- Receive remittance advice
- View patient summaries
- Confirm/remedy overpayment

Humana Healthy Horizons in Kentucky is a Medicaid product of Humana Health Plan, Inc.

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**Humana**  
Healthy Horizons®  
in Kentucky

- Get electronic remittance advice (ERA) and set up electronic funds transfer (EFT)

Get paid faster and have Humana claim payments automatically deposited with EFT and ERA. Visit [Humana.com/EPaymentInfo](https://www.humana.com/EPaymentInfo) for more information on EFT and ERA.

Availity Essentials offers free product training. Sign in to Availity Essentials and select Help & Training to get started.

For help or more information about these self-service tools, call Provider Services at 800-444-9137, Monday – Friday, 7 a.m. – 7 p.m., Eastern time.

## Kentucky Medicaid Prior Authorization List

Humana Healthy Horizons requires prior authorization for certain services to ensure medical necessity, facilitate care coordination and confirm compliance with the Kentucky Department of Medicaid Services (Kentucky DMS) coverage policies. To determine whether prior authorization is required for Humana Healthy Horizons-covered patients, providers should review the Kentucky Medicaid Prior Authorization List online at [Humana.com/PAL](https://www.humana.com/PAL).

Please note: Humana partners with WholeHealth Living®, eviCore healthcare, DentaQuest® and Evolent (formerly New Century Health) for prior authorization reviews. Find more information about these partners and the services they provide in the Referrals and Prior Authorizations section of the [Provider Manual](#).

### Prior authorization contacts

| Type   | Contact                               | Contact information  | Hours of operation (all times Eastern)         |
|--|---------------------------------------|--|--|
| <b>Medical procedures and behavioral health</b>  | Provider Services                     | 800-444-9137   | Monday – Friday, 8 a.m. – 6 p.m., Eastern time |
| <b>Advanced imaging services</b>                 | eviCore                               | 866-672-8115<br>Fax: 800-540-2406  | Monday – Friday, 7 a.m. – 7 p.m.               |
| <b>Physical, speech and occupational therapy</b> | eviCore                               | 866-672-8115<br>Fax: 855-774-1319  | Monday – Friday, 7 a.m. – 7 p.m.               |
| <b>Chiropractic services</b>                     | WholeHealth Living (Tivity)           | 800-274-7526<br>Fax: 888-492-1025<br><a href="https://www.wholehealthpro.com">wholehealthpro.com</a> | Monday – Friday, 8 a.m. – 6:00 p.m.            |
| <b>Dental</b>                                    | DentaQuest                            | 888-211-0599   | Monday – Friday, 7 a.m. – 7 p.m.               |
| <b>Vision</b>                                    | EyeQuest®                             | 844-511-5760   | Monday – Friday, 8 a.m. – 6 p.m.               |
| <b>Adult chemotherapy</b>                        | Evolent (formerly New Century Health) | 855-427-1372<br><a href="https://www.my.newcenturyhealth.com">my.newcenturyhealth.com</a>            | Monday – Friday, 8 a.m. – 8 p.m.               |
| <b>Pharmacy benefit manager (PBM)</b>            | MedImpact                             | 844-336-2676<br>Fax: 858-357-2612  | 24 hours a day, 7 days a week                  |

|  |                        |   |                                     |
|--|------------------------|---|-------------------------------------|
|  |                        | MedImpact Universal Prior Authorization form available at <a href="https://kyportal.medimpact.com">https://kyportal.medimpact.com</a> |                                     |
| <b>Medication administered in medical office</b> | Medication intake team | 866-461-7273<br>Fax: 888-447-3430   | Monday – Friday,<br>8 a.m. – 6 p.m. |

## Other helpful contact information

| Resource   | Contact information  | Hours of operation (all times Eastern) |
|--|--|--|
| <b>Provider Services</b>                         | 800-444-9137   | Monday – Friday,<br>8 a.m. – 6 p.m.    |
| <b>Member Services</b>                           | 800-444-9137   | Monday – Friday,<br>7 a.m. – 7 p.m.    |
| <b>TTY for the deaf and hard-of-hearing</b>      | 711  |  |
| <b>Availity Essentials</b>                       | 800-282-4548 (800-AVAILITY)  | Monday – Friday,<br>8 a.m. – 8:00 p.m. |
| <b>Case management referrals and assistance</b>  | 888-285-1121<br><a href="mailto:KYMCDCaseManagement@humana.com">KYMCDCaseManagement@humana.com</a> | Monday – Friday,<br>8 a.m. – 6 p.m.    |
| <b>Kentucky DMS Provider Services Department</b> | 855-824-5615   | hours of operation                     |

## Fraud, waste and abuse reporting

| Resource   | Contact information  | Hours of operation (all times Eastern)  |
|--|--|---|
| <b>Humana Special Investigations Unit</b>  | <b>Direct line:</b> 800-558-4444, ext. 1500724<br><b>Hotline:</b> 800-614-4126<br><b>Fax:</b> 920-339-3613<br><a href="mailto:siureferrals@humana.com">siureferrals@humana.com</a> | <b>Direct line:</b> Monday – Friday,<br>8 a.m. – 5:30 p.m.<br><b>Hotline:</b> 24 hours a day, 7 days a week |
| <b>Kentucky Cabinet for Health and Family Services Office of the Inspector General</b> | 800-372-2970<br><a href="mailto:chfs.fraud@ky.gov">chfs.fraud@ky.gov</a>   | Monday – Friday,<br>8 a.m. – 4:30 p.m.  |

## Humana addresses

| Department                                      | Address  |
|---|--|
| <b>Dental and vision grievances and appeals</b> | DentaQuest/EyeQuest Provider Services<br>Attn: Humana Healthy Horizons in KY Provider Appeals<br>P.O. Box 2906<br>Milwaukee, WI 53201-2906 |

|  |  |
|--|--|
| <b>Dental and vision prior authorization appeals</b>   | DentaQuest/EyeQuest Provider Services<br>Attn: Humana Healthy Horizons in KY Provider Authorizations<br>P.O. Box 2906<br>Milwaukee, WI 53201-2906  |
| <b>Provider correspondence</b> (for written inquiries that are NOT a request to dispute, grieve or appeal) | Humana<br>Attn: Provider Correspondence<br>P.O. Box 14601<br>Lexington, KY 40512-4601  |
| <b>Provider and member dispute, appeal or complaint</b>  | Humana Healthy Horizons<br>Grievances and Appeal Department<br>P.O. Box 14546<br>Lexington, KY 40512-4546<br>Fax: 800-949-2961   |
| <b>Claims submitted via paper format</b>   | Humana Claims Office<br>P.O. Box 14601<br>Lexington, KY 40512-4601   |
| <b>Encounters submitted via paper format</b>   | Humana Encounters<br>P.O. Box 14605<br>Lexington, KY 40512-4605<br>Please note: For healthcare providers in a capitated agreement with Humana, such as independent practice associations (IPAs), please submit encounter codes for services rendered to member.  |
| <b>Quality improvement</b>   | Humana Healthy Horizons in Kentucky<br>Attention: Quality Improvement<br>101 E. Main St.<br>Louisville, KY 40202   |
| <b>Provider demographic changes</b>  | Humana Provider Correspondence<br>P.O. Box 14601<br>Lexington, KY 40512-4601<br>800-444-9137, Monday – Friday, 7 a.m. – 7 p.m., Eastern time<br>Email for medical providers: <a href="mailto:ProviderDevelopmentKYWV@humana.com">ProviderDevelopmentKYWV@humana.com</a><br>Email for behavioral health providers: <a href="mailto:KYBHMedicaid@humana.com">KYBHMedicaid@humana.com</a> |

## Other network information

| Required networks/vendor name  | Phone number, hours of operation (all times Eastern)                            |
|--|---|
| <b>DentaQuest – Dental</b>   | 1-800-508-6787, Monday – Friday, 7 a.m. – 7 p.m. Central                        |
| <b>EyeQuest – Vision</b>   | 844-511-5760, Monday – Friday, 7 a.m. – 7 p.m.                                  |
| <b>Nonemergency transportation vendor (service offered by Kentucky Medicaid)</b> | 888-941-7433, Monday – Friday, 8 a.m. – 4:30 p.m. and Saturday, 8 a.m. – 1 p.m. |

# Claims

## Claims process by coverage

| Coverage type                                      | Process information  |
|--|--|
| <b>Medical, behavioral health and chiropractic</b> | <p><b>Humana payer IDs:</b></p> <ul style="list-style-type: none"><li>• 61101 for claims seeking payment under Humana Healthy Horizons</li><li>• 61102 for encounters by providers under a capitation agreement with Humana Healthy Horizons</li></ul> <p><b>Claims filed electronically:</b><br/>Submit claims directly and at no cost through <a href="https://www.availity.com">availity.com</a>.</p> <p><b>Claims submitted via paper format:</b><br/>Humana Claims Office<br/>P.O. Box 14601<br/>Lexington, KY 40512-4601</p> <p><b>Encounters submitted via paper format:</b><br/>Humana Claims Office<br/>P.O. Box 14605<br/>Lexington, KY 40512-4605</p> |
| <b>Dental</b>                                      | Submit dental claims to:<br>DentaQuest<br>P.O. Box 2906<br>Milwaukee, WI 53201-2906<br><a href="https://www.avesis.com">Avesis.com</a>   |
| <b>Vision</b>                                      | Submit vision claims to:<br>EyeQuest<br>Attn: Vision Claims Processing<br>P.O. Box 433<br>Milwaukee, WI 53201-0433   |

## Behavioral health and medical claims inquiries

For issue resolution of both Medicaid behavioral health- and medical-related claims issues, please call Provider Services at 800-444-9137, Monday – Friday, 7 a.m. – 7 p.m., Eastern time and obtain a call reference number.

If your claim issue is not resolved, please email [KYMCDCCR@humana.com](mailto:KYMCDCCR@humana.com) and copy your [Provider Relations representative](#) and include the following:

- A description of your issue
- The call reference number (one per issue)
- A [Claims Escalation Form](#) filled in with your claim examples

If you have a large volume of claims for the same issue, you need only provide a few examples. Humana will pull a report to capture any other affected claims.

## Provider Relations inquiries

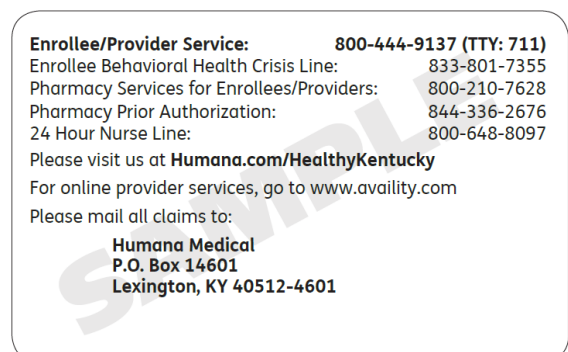
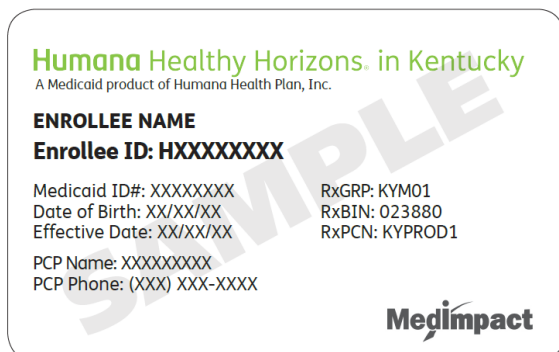
Please email [KYMCDPR@humana.com](mailto:KYMCDPR@humana.com) for assistance with inquiries and other requests including (but not limited to) the following:

- The name of your assigned Provider Relations representative
- Policy and procedures
- Group roster requests
- Orientation and training
- Onsite visits and virtual meetings
- Network notices and communications

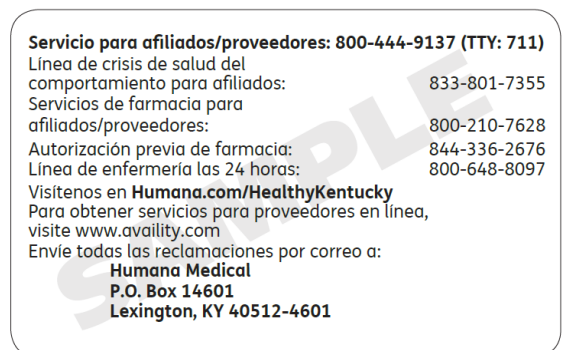
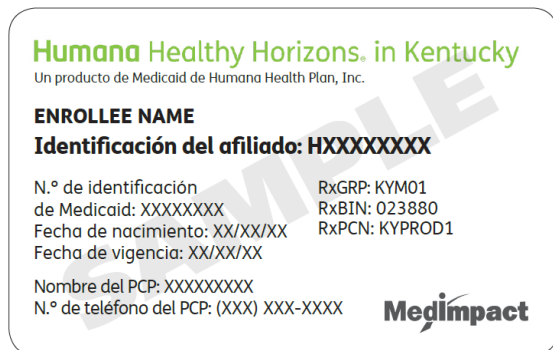
## Member ID card samples

Humana Healthy Horizons members receive identification (ID) cards. Please ask members to present their current ID card at the time of service. A new card is issued only when information on the card changes, if a member loses a card or a member requests an additional card. The card identifies a Humana Healthy Horizons member; it does not guarantee eligibility or benefits coverage. Therefore, it is important to verify member eligibility prior to every service.

### English ID card:



### Spanish ID card:



Please note: Humana Healthy Horizons member ID cards are subject to change with limited notice. The ID card images shared here represent the most current Kentucky DMS-approved version when published.

## Clearinghouses

Many clearinghouses offer services to healthcare providers. The following are some of the commonly used clearinghouses. Some clearinghouses and vendors charge a service fee; please contact the clearinghouse directly for more information.

| Clearinghouse vendor website        |
|-------------------------------------|
| <a href="#">Availity Essentials</a> |
| <a href="#">Change Healthcare</a>   |
| <a href="#">TriZetto®</a>           |
| <a href="#">SSI Group</a>           |

Humana payer ID for fee-for-service claims: **61101**

Humana capitated encounters: **61102**

## Annual compliance training

Humana Healthy Horizons supports providers' care for patients with Medicaid coverage by offering training materials to help them meet state and federal compliance requirements. Access a variety of materials online, including:

- Provider orientation and training
- Health, safety and welfare training
- Cultural humility, health equity and implicit bias training
- Ethics and standards of conduct
- General compliance and fraud, waste and abuse training

Access online training at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance) and via [Availity Essentials](#).

More information is available at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance).

## Go365 for Humana Healthy Horizons

Go365 for Humana Healthy Horizons® is a wellness program that offers participants the opportunity to earn rewards for taking healthy actions. Most of the rewards are earned by Humana Healthy Horizons' receipt for the provider's claim for services rendered.

Humana Healthy Horizons recommends that all providers submit their claims on behalf of a member by the end of February 2026. This allows members time to redeem their reward(s). Humana Healthy Horizons publishes billing guidelines for these services on [Humana.com/HealthyKY](https://www.humana.com/HealthyKY). For more information on Go365 for Humana Healthy Horizons, please review the [Provider Manual](#).