



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 **Provider.Humana.com** (no registration required). Check **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

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. – 8 p.m., Eastern time or visit **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
- Get electronic remittance advice (ERA) and set up electronic funds transfer (EFT)

Humana Healthy Horizons® in Kentucky

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

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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, Avēsis 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)
Medical procedures and behavioral health	Provider Services	800-444-9137	Monday – Friday, 7 a.m. – 7 p.m.
Advanced imaging services	eviCore	866-672-8115 Fax: 800-540-2406	Monday – Friday, 7 a.m. – 7 p.m.
Physical, speech and occupational therapy	eviCore	866-672-8115 Fax: 855-774-1319	Monday – Friday, 7 a.m. – 7 p.m.
Chiropractic services	WholeHealth Living (Tivity)	855-800-9804 Fax: 888-492-1025 www.wholehealthpro.com	Monday – Friday, 8 a.m. – 6 p.m.
Dental	DentaQuest	888-211-0599	Monday – Friday, 8 a.m. – 6 p.m.
Vision	EyeQuest	844-511-5760	Monday – Friday, 8 a.m. – 6 p.m.
Adult chemotherapy	Evolent (formerly New Century Health)	844-926-4528 https://my.newcenturyhealth.com	Monday – Friday, 8 a.m. – 8 p.m.

Type	Contact	Contact information	Hours of operation (all times Eastern)
Pharmacy benefit manager (PBM)	MedImpact	844-336-2676 Fax: 858-357-2612 MedImpact Universal Prior Authorization form available at https://kyportal.medimpact.com	24 hours a day, 7 days a week
Medication administered in medical office	Medication intake team	866-461-7273 Fax: 888-447-3430	Monday – Friday, 8 a.m. – 6 p.m.

Other helpful contact information

Resource	Contact information	Hours of operation (all times Eastern)
Provider Services	800-444-9137	Monday – Friday, 8 a.m. – 6 p.m.
Member Services	800-444-9137	Monday – Friday, 7 a.m. – 7 p.m.
TTY for the deaf and hard-of-hearing	711	
Availity Essentials	800-282-4548 (800-AVAILITY)	Monday – Friday, 8 a.m. – 7:30 p.m.
Case management referrals and assistance	888-285-1121 KYMCDCaseManagement@humana.com	Monday – Friday, 8 a.m. – 6 p.m.
Kentucky DMS Provider Services Department	855-824-5615	Monday – Friday, 8 a.m. – 7 p.m.

Fraud, waste and abuse reporting

Resource	Contact information	Hours of operation (all times Eastern)
Humana Special Investigations Unit	Direct line: 800-558-4444, ext. 1500724 Hotline: 800-614-4126 Fax: 920-339-3613 siureferrals@humana.com	Direct line: Monday – Friday, 10 a.m. – 6 p.m. Hotline: 24 hours a day, 7 days a week
Kentucky Cabinet for Health and Family Services Office of the Inspector General	800-372-2970 chfs.fraud@ky.gov	Monday – Friday, 8 a.m. – 4:30 p.m.

Humana addresses

Department	Address
Grievances and appeals	<p>Dental: Humana Healthy Horizons in Kentucky Provider Appeals Attn: DentaQuest Appeals P.O. Box 2906 Milwaukee, WI 53201-2906</p> <p>Vision: Humana Healthy Horizons in Kentucky Provider Appeals Attn: EyeQuest Appeals P.O. Box 2906 Milwaukee, WI 53201-2906</p>
Prior authorization appeals	<p>Dental: Humana Healthy Horizons in Kentucky Authorizations Attn: DentaQuest Prior Authorization P.O. Box 2906 Milwaukee, WI 53201-2906</p> <p>Vision: Humana Healthy Horizons in Kentucky Authorizations Attn: EyeQuest Prior Authorization P.O. Box 2906 Milwaukee, WI 53201-2906</p>
Provider correspondence (for written inquiries that are NOT a request to dispute, grieve or appeal)	Humana Attn: Provider Correspondence P.O. Box 14601 Milwaukee, WI 53201-2906
Provider and member dispute, appeal or complaint	Humana Healthy Horizons Grievances and Appeal Department P.O. Box 14546 Lexington, KY 40512-4546 Fax: 800-949-2961
Claims submitted via paper format	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
Encounters submitted via paper format	Humana Encounters P.O. Box 14605 Lexington, KY 40512-4605 For healthcare providers in a capitated agreement with Humana, such as independent practice associations (IPAs), please submit encounter codes for services rendered to member.

Department	Address
Quality improvement	Humana Healthy Horizons in Kentucky Attention: Quality Improvement 101 E. Main St. Louisville, KY 40202
Provider demographic changes	Humana Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601 800-444-9137 , Monday – Friday, 7 a.m. – 7 p.m., Eastern time Email for medical providers: ProviderDevelopmentKYWV@humana.com Email for behavioral health providers: KYBHMedicaid@humana.com

Other network information

Required networks/vendor name	Phone number, hours of operation (all times Eastern)
DentaQuest – Dental	800-508-6787 , Monday – Friday, 8 a.m. – 6 p.m.
EyeQuest – Vision	844-870-3978 , Monday – Friday, 8 a.m. – 6 p.m.
Nonemergency transportation vendor (service offered by Kentucky Medicaid)	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
Medical, behavioral health and chiropractic	<p>Humana payer IDs:</p> <ul style="list-style-type: none"> • 61101 for claims seeking payment under Humana Healthy Horizons • 61102 for encounters by providers under a capitation agreement with Humana Healthy Horizons <p>Claims filed electronically: Submit claims directly and at no cost through Availity.com.</p> <p>Claims submitted via paper format: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601</p> <p>Encounters submitted via paper format: Humana Claims Office P.O. Box 14605 Lexington, KY 40512-4605</p>

Coverage type	Process information
Dental	<p>Electronic via DentaQuest's web portal at https://providers.dentaquest.com/onboarding/start/</p> <p>Electronic via clearinghouse (Payor ID CX014)</p> <p>Paper claims mailed to: DentaQuest Attn: Dental Claims Processing P.O. Box 2906 Milwaukee, WI 53201-2906</p> <p>Timely filing limit: within 365 days of the date of service or paid date of service from primary insurance plan (EOB required with claim)</p>
Vision	<p>Electronic via DentaQuest's web portal at https://vision-providers.dentaquest.com/PWP/Landing</p> <p>Electronic via clearinghouse (Payor ID 63740)</p> <p>Paper claims mailed to: EyeQuest Attn: Vision Claims Processing P.O. Box 433 Milwaukee, WI 53201-0433</p> <p>Timely filing limit: within 365 days of the date of service or paid date of service from primary insurance plan (EOB required with claim)</p>

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** 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** 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 member receive identification (ID) cards. Please ask member 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 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:

<p>Humana Healthy Horizons. in Kentucky A Medicaid product of Humana Health Plan, Inc.</p> <p>ENROLLEE NAME Enrollee ID: HXXXXXXXXX</p> <p>Medicaid ID#: XXXXXXXX RxGRP: KYM01 Date of Birth: XX/XX/XX RxBIN: 023880 Effective Date: XX/XX/XX RxPCN: KYPROD1</p> <p>PCP Name: XXXXXXXX PCP Phone: (XXX) XXX-XXXX</p> <p>MediImpact</p>	<p>Enrollee/Provider Service: 800-444-9137 (TTY: 711) Enrollee Behavioral Health Crisis Line: 833-801-7355 Pharmacy Services for Enrollees/Providers: 800-210-7628 Pharmacy Prior Authorization: 844-336-2676 24 Hour Nurse Line: 800-648-8097</p> <p>Please visit us at Humana.com/HealthyKentucky For online provider services, go to www.availity.com Please mail all claims to: Humana Medical P.O. Box 14601 Lexington, KY 40512-4601</p>
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Spanish ID card:

<p>Humana Healthy Horizons. in Kentucky Un producto de Medicaid de Humana Health Plan, Inc.</p> <p>ENROLLEE NAME Identificación del afiliado: HXXXXXXXXX</p> <p>N.º de identificación de Medicaid: XXXXXXXX RxGRP: KYM01 Fecha de nacimiento: XX/XX/XX RxBIN: 023880 Fecha de vigencia: XX/XX/XX RxPCN: KYPROD1</p> <p>Nombre del PCP: XXXXXXXX N.º de teléfono del PCP: (XXX) XXX-XXXX</p> <p>MediImpact</p>	<p>Servicio para afiliados/proveedores: 800-444-9137 (TTY: 711) Línea de crisis de salud del comportamiento para afiliados: 833-801-7355 Servicios de farmacia para afiliados/proveedores: 800-210-7628 Autorización previa de farmacia: 844-336-2676 Línea de enfermería las 24 horas: 800-648-8097</p> <p>Visítenos en Humana.com/HealthyKentucky Para obtener servicios para proveedores en línea, visite www.availity.com Envíe todas las reclamaciones por correo a: Humana Medical P.O. Box 14601 Lexington, KY 40512-4601</p>
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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	
• Availity Essentials	• TriZetto®
• Change Healthcare	• SSI Group

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** and via **Availity Essentials**.

Completion of training must be documented with the **Medicaid Partner Training Attestation form**.

More information is available at **Humana.com/ProviderCompliance**. Please see the Training Requirements included in the **provider orientation and training**.

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**. For more information on Go365 for Humana Healthy Horizons, please review the **Provider Manual**.