



Humana Healthy Horizons in Florida Provider Resource Guide

Welcome to Humana Healthy Horizons® in Florida, a Medicaid managed care program focused on helping members achieve their best health. This provider resource guide includes tools and information to assist network and Florida-designated providers in working with Humana Healthy Horizons. You can find updates to this provider resource guide at [Humana.com/HealthyFL](https://www.humana.com/HealthyFL).

Contact information

Contact description	Contact	Hours of operation (all times Eastern)
Commonly used phone numbers, fax numbers and website addresses		
Managed Medical Assistance (MMA)/ Comprehensive/Specialty Provider Services	800-477-6931 (TTY: 711)	Monday through Friday, 8 a.m. to 8 p.m.
MMA/Comprehensive/Specialty Member Services	800-477-6931	Monday through Friday, 8 a.m. to 8 p.m.
Long-term Care (LTC) Provider Services	888-998-7735	Monday through Friday, 8 a.m. to 5 p.m.
LTC Member Services	888-998-7732 (TTY: 711)	Monday through Friday, 8 a.m. to 5 p.m.
Medicare and Medicaid Health Services Phone Line Call this phone number for information on HumanaBeginnings® or questions pertaining to care management and inpatient utilization management.	800-322-2758 ext. 1394119 for HumanaBeginnings	Monday through Friday, 8:30 a.m. to 5 p.m.
Clinical Intake Call or fax these numbers for discharge planning (during regular business hours) and authorization requests.	866-856-8974 Outpatient fax: 813-321-7220 Inpatient fax: 813-321-7218	Monday through Friday, 8 a.m. to 5 p.m.

Humana
Healthy Horizons®
in Florida

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

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Contact description	Contact	Hours of operation (all times Eastern)
Discharge planning Call or fax these numbers for discharge planning after hours (of the clinical intake line in the above row) or during the weekend.	877-329-0413 Fax: 833-996-2187	After hours (of the clinical intake line in the above row) or weekends.
MMA Case Management	800-229-9880	Monday through Friday, 8:30 a.m. to 5 p.m.
LTC Case Management	888-998-7735	Monday through Friday, 8 a.m. to 5 p.m.
Clinical Intake Team This is Humana's general precertification line.	800-523-0023	Monday through Friday, 8 a.m. to 8 p.m.
Behavioral health inquiries Call these numbers for all inquiries pertaining to behavioral health, except for inquiries pertaining to Applied Behavior Analysis (ABA) services.	Access Behavioral Health (Region A): 866-477-6725 Carelon Behavioral Health (Regions B-I): 844-265-7590	Monday through Friday, 9 a.m. to 6 p.m. Monday through Friday, 8:30 a.m. to 6 p.m.
Humana Clinical Pharmacy Review (HCPR)	800-555-2546 Fax: 877-486-2621 Forms are available at Humana.com/PA	Monday through Friday, 8 a.m. to 8 p.m.
Availity Essentials™	800-282-4548	Monday through Friday, 8 a.m. to 8 p.m.
HHA Exchange	855-400-4429 Log into your portal to ask questions or receive support related to authorizations for home health providers: Homecare Software for Providers & Payers HHAeXchange	Monday through Friday, 7 a.m. to 8 p.m.
Email addresses		
Provider relations	FLMedicaidPR@humana.com	
MMA contracting	Humana_fl_centralized_provider_relations@humana.com	
LTC contracting	LTCnetworkrequests@humana.com	
ABA inquiries	ABA@humana.com	
Early Intervention Services inquiries	eisprovidernetworkfl@humana.com	

Contact description	Contact	Hours of operation (all times Eastern)
Fraud, waste and abuse reporting		
Humana's Special Investigations Unit (SIU)	800-614-4126 Email: siureferrals@humana.com	24/7 access
Humana's Ethics Helpline	877-5-THE-KEY (877-584-3539) Email: ethics@humana.com	24/7 access
Florida Attorney General	866-966-7226	Monday through Friday, 8 a.m. to 5 p.m.

Important addresses

Humana department	Address
Provider correspondence	Humana Attn: Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601
Provider complaints	Humana Healthy Horizons Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601
Member grievances and appeals	Humana Healthy Horizons P.O. Box 14546 Lexington, KY 40512-4546
MMA/specialty claims	Humana Healthy Horizons MMA Plan Attn: Claims Dept. P.O. Box 14601 Lexington, KY 40512-4601
Long-term care claims	Humana LTC C/O Humana Inc. P.O. Box 14732 Lexington, KY 40512
Behavioral health claims (Region A)	Access Behavioral Health Attn: Claims Dept. 1221 W. Lakeview Ave. Pensacola, FL 32501
Behavioral health claims (Regions B through I)	Carelon Behavioral Health P.O. Box 1870 Hicksville, NY 11802-1870
Provider demographic changes	Contact your local Provider Relations representative or send an email to: Humana MMA: Humana_fl_centralized_provider_relations@humana.com Humana LTC: LTCNetworkRequests@humana.com

Other network information

Required networks/ vendor name	Applicable regions	Applicable plans	Phone number
Behavioral Health			
Access Behavioral Health	Region A	MMA, LTC, Comprehensive, Human immunodeficiency virus (HIV), Serious mental illness (SMI)	866-477-6725
Carelon Behavioral Health	Covered behavioral health services—regions B through I Healthy behaviors—all regions	MMA, LTC, Comprehensive, HIV, SMI	844-265-7590
Chiropractic			
Florida Chiropractic Institute	Regions A through F	MMA, HIV, SMI	727-252-4664
Tivity Health	Regions G (Palm Beach only), H and I	MMA, Comprehensive, HIV, SMI	866-430-8647
Dermatology			
Dermatology Network Solutions	Broward and Dade Counties only. Restricted based upon primary care provider participation.	Comprehensive, MMA, HIV, SMI	844-222-3535
Druable Medical Equipment (DME)/Home Health and IV Home Infusion			
OneHome	Regions G, H and I	MMA	855-441-6900
Hearing Services			
HearUSA	All regions	MMA, LTC, Comprehensive, HIV, SMI	855-270-1585
Lab Services			
Labcorp Labcorp.com	All regions	Comprehensive, MMA, HIV, SMI	800-877-5227 and select 2 as a Healthcare Provider
Quest Diagnostics QuestDiagnostics.com	All regions	Comprehensive, MMA, HIV, SMI	866-My Quest 866-697-8378
Massage Therapy —Adult (Referral required)			
Tivity Health	All regions	MMA, Comprehensive, HIV, SMI	866-430-8647
Non-emergency Transportation			
Modivcare	All regions	LTC, Comprehensive, MMA, HIV, SMI	866-779-0565

Required networks/ vendor name	Applicable regions	Applicable plans	Phone number
Orthopedic			
Orthopedix Network Solutions	Broward and Dade counties only. Restricted based upon primary care provider participation.	Comprehensive, MMA, HIV, SMI	844-222-4545
Routine Vision Services			
iCare Health Solutions	All regions	MMA, LTC, Comprehensive, HIV, SMI	877-296-1299 For claims adjudication, provider relations and the network development office, please call 855-373-7627
Medical/Surgical Eye Care			
Premier Eye Care	Regions A through G, excluding Palm Beach	MMA, LTC, Comprehensive, HIV, SMI	800-738-1889
Pharmacy			
Over the counter (OTC)—CenterWell Pharmacy™	All regions	MMA, LTC, Comprehensive, HIV, SMI	800-526-1490
Pharmacy services limited to in-network providers	All regions	MMA, LTC, Comprehensive, HIV, SMI	Pharmacy locator for network pharmacies: Humana.com/finder/pharmacy Note: Please look for the “Specialty Pharmacy” icon to ensure the pharmacy provides this service. CenterWell Pharmacy: 800-526-1490
Podiatry Services			
Coordinated Medical Specialists	Broward, Dade and Palm Beach counties only	MMA, LTC, Comprehensive, HIV, SMI	877-253-8734
Therapy Services (Occupational/Physical/Speech)			
Health Network One (HN1)	Region D (pediatric members from birth to 20 years old only) Regions H and I (members from birth to 99 years old only)	MMA, LTC, Comprehensive, HIV, SMI	888-550-8800 TNFL@healthnetworkone.com

Online self-service

A variety of healthcare provider resources are available on the public website at [Humana.com/Provider](https://www.humana.com/Provider), no registration required. The Humana Healthy Horizons provider website, [Humana.com/HealthyFL](https://www.humana.com/HealthyFL), has a variety of resources to help you help your patients insured by Humana Healthy Horizons understand their benefits and achieve their health and wellness goals. These resources include:

- Humana Healthy Horizons provider manual
- Information on the Managed Medical Assistance Physician Incentive Program (MPIP)
- Information on Telemedicine
- Case management education materials and forms
- Quality resources
- Medicaid provider updates—routinely updated
- Trainings and other important educational materials



We encourage you to visit [Humana.com/HealthyFL](https://www.humana.com/HealthyFL) frequently for updates.

Humana's Making It Easier series

Humana's Making It Easier series is a collection of narrated video presentations about Humana's claims payment policies and processes. These brief presentations address a variety of topics and include downloadable tip sheets and guides. Providers can access Humana's Making It Easier series by visiting [Humana.com/MakingItEasier](https://www.humana.com/MakingItEasier) or through Availity Essentials in the Humana Payer Space under the Resources tab.

Annual compliance training

Humana Healthy Horizons offers training materials to support providers' efforts to care for patients with Medicaid coverage and to help meet state and federal compliance requirements.

Required trainings include:

- Humana Medicaid Provider Orientation
- Health, Safety and Welfare Training
- Cultural Competency Training
- Compliance and Fraud, Waste and Abuse Training

More information is available at [Humana.com/HealthyFL](https://www.humana.com/HealthyFL) by choosing the "Managed Medical Assistance (MMA) Provider Training Materials" tab, or at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance). Be sure to submit the Medicaid Partner Training Attestation form to document completion of each training module.

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 providers to interact securely with Humana Healthy Horizons and other participating payers without learning multiple systems or remembering different user IDs and passwords for each payer. Many tools specific to Humana Healthy Horizons are accessible within Availity Essentials.

To find out more, call Availity Essentials at **800-282-4548**, Monday through Friday, 8 a.m. to 8 p.m., Eastern time, or visit www.availity.com. With Availity Essentials, you can:

- Check eligibility and benefits
- Submit claims and check claim status
- Make prior authorization (PA) requests and review status
- View remittance advice
- Request electronic funds transfer (EFT)/electronic remittance advice (ERA)
- Manage overpayments
- Submit disputes and appeals
- View member summaries

Florida Medicaid provider enrollment requirements and resources

To review the requirements for becoming and remaining enrolled as a Florida Medicaid provider, physician or other healthcare professional, please refer to Florida Medicaid Provider Enrollment Policy 59G-1.060 at FLrules.org.

- This rule applies to all individuals, groups and entities seeking to enroll, renew or maintain enrollment as authorized providers for the Florida Medicaid program.
- All providers must be in compliance with the Florida Medicaid Provider Enrollment Policy provisions. Visit FLrules.org to see the rule history, along with recent notices and rule reference material.

Entities that bill Humana Healthy Horizons for Medicaid-compensable services must be active and enrolled as Medicaid providers or possess “limited enrollment status.” To meet Agency for Health Care Administration (AHCA) requirements, Humana Healthy Horizons pays only those claims and/or encounters submitted by physicians and healthcare providers with valid Medicaid enrollment. Physicians and other healthcare professionals can verify their enrollment and find additional information on the AHCA website via the Provider Master List at [**Portal Registration | Florida Medicaid Web Portal \(portal.flmmis.com\)**](http://Portal Registration | Florida Medicaid Web Portal (portal.flmmis.com))

Contractual and demographic changes

As a network provider, you are responsible for notifying Humana Healthy Horizons of demographic changes under the terms of your contract with Humana Healthy Horizons.

Notify your Contract Specialist immediately of changes, such as:

- Physical address change
- Tax identification/billing address change (W-9 required)

- Demographic changes (e.g., telephone, fax, email, or administrative staff changes)
- New member indicator
- Name and ownership change (35-day notice)

This notification will ensure your information is properly listed in the provider directory and all payments made are properly reported to the Internal Revenue Service. Failure to comply with this section could lead to a delay in payments.

In the event there are changes that will affect your ability to provide services to Humana Healthy Horizons members, please notify the provider contracting department immediately.

Notification of changes can be sent to:

- Humana MMA: humana_fl_centralized_provider_relations@humana.com
- Humana LTC: LTCNetworkRequests@humana.com

Member ID card samples

Humana Healthy Horizons. in Florida

A Medicaid product of Humana Medical Plan, Inc.

Medical Plan

MEMBER NAME

Member ID: HXXXXXXXXX

Medicaid ID#: XXXXXXXX

Date of Birth: XX/XX/XX

Effective Date: XX/XX/XX

Group #: XXXXXXXX

RxBIN: 610649

RxPCN: 03190000

PCP Name: XXXXXXXXX

PCP Phone: (XXX) XXX-XXXX

Primary Care Address: XXXXXXXXXXXX

Member &

Par/Non-Par Provider Services: 800-477-6931 (TTY: 711)

Member Behavioral Health Inquiries: 888-778-4651

Pharmacist Rx Inquiries: 800-865-8715

Provider Prior Authorization: 800-523-0023

Dental Benefit Inquiries: 877-711-3662

Please visit us at Humana.com/HealthyFlorida

For online provider services, go to Availity.com

Please mail all claims to:

Humana Medical

P.O. Box 14601

Lexington, KY 40512-4601

Humana Healthy Horizons. in Florida

Un producto de Medicaid de Humana Medical Plan, Inc.

Plan Médico

NOMBRE DEL AFILIADO

Número de Identificación del Afiliado: HXXXXXXXXX

N.º de Identificación

de Medicaid: XXXXXXXX

Fecha de Nacimiento: XX/XX/XX

Fecha de Vigencia: XX/XX/XX

N.º de Grupo: XXXXXXXX

RxBIN: 610649

RxPCN: 03190000

Nombre del PCP: XXXXXXXXX

Teléfono del PCP: (XXX) XXX-XXXX

Dirección de Cuidado Primario: XXXXXXXXXXXX

Servicios para Afiliados y Servicios de Proveedores

Participantes y No Participantes: 800-477-6931 (TTY: 711)

Consultas sobre Salud del Comportamiento del Afiliado: 888-778-4651

Preguntas sobre Recetas para el Farmacéutico: 800-865-8715

Autorización Previa del Proveedor: 800-523-0023

Consultas sobre Beneficios Dentales: 877-711-3662

Visítenos en es-www.Humana.com/HealthyFlorida

Para servicios para proveedores en línea, visite Availity.com

Envíe todas las reclamaciones por correo postal a:

Humana Medical

P.O. Box 14601

Lexington, KY 40512-4601

Humana Healthy Horizons in Florida

A Medicaid product of Humana Medical Plan, Inc.

Comprehensive Plan

MEMBER NAME

Member ID: HXXXXXXXXX

Medicaid ID#: XXXXXXXX Group #: XXXXXXXX
Date of Birth: XX/XX/XX RxBIN: 610649
Effective Date: XX/XX/XX RxPCN: 03190000

PCP Name: XXXXXXXXX
PCP Phone: (XXX) XXX-XXXX
Primary Care Address: XXXXXXXXXXXXX

Member &

Par/Non-Par Provider Services: 888-998-7732 (TTY: 711)

Member Behavioral Health Inquiries: 888-778-4651
Pharmacist Rx Inquiries: 800-865-8715
Provider Prior Authorization: 800-523-0023
Provider Long-Term Care Inquiries: 888-998-7735
Dental Benefit Inquiries: 877-711-3662

Please visit us at Humana.com/HealthyFlorida
For online provider services, go to Availity.com

Please mail all claims to:

Managed Medical Assistance	Long-term care
Humana Medical	Humana Long-term care
P.O. Box 14601	P.O. Box 14732
Lexington, KY 40512-4601	Lexington, KY 40512-4732

Humana Healthy Horizons in Florida

Un producto de Medicaid de Humana Medical Plan, Inc.

Plan Integral

NOMBRE DEL AFILIADO

Número de Identificación del Afiliado: HXXXXXXXXX

N.º de Identificación N.º de Grupo: XXXXXXXX
de Medicaid: XXXXXXXX RxBIN: 610649
Fecha de Nacimiento: XX/XX/XX RxPCN: 03190000
Fecha de Vigencia: XX/XX/XX

Nombre del PCP: XXXXXXXXX
Teléfono del PCP: (XXX) XXX-XXXX
Dirección de Cuidado Primario: XXXXXXXXXXXXX

Servicios para Afiliados y Servicios de Proveedores

Participantes y No Participantes: 888-998-7732 (TTY: 711)

Consultas sobre Salud del Comportamiento del Afiliado: 888-778-4651
Preguntas sobre Recetas para el Farmacéutico: 800-865-8715
Autorización Previa del Proveedor: 800-523-0023
Consultas sobre Cuidado a Largo Plazo de Proveedores: 888-998-7735
Consultas sobre Beneficios Dentales: 877-711-3662

Visítenos en es-www.Humana.com/HealthyFlorida

Para servicios para proveedores en línea, visite Availity.com

Envíe todas las reclamaciones por correo postal a:

Managed Medical Assistance	Long-term care
Humana Medical	Humana Long-term care
P.O. Box 14601	P.O. Box 14732
Lexington, KY 40512-4601	Lexington, KY 40512-4732

Humana Healthy Horizons in Florida

A Medicaid product of Humana Medical Plan, Inc.

Long-term care plan

MEMBER NAME

Member ID: HXXXXXXXXX

Medicaid ID: XXXXXXXXX
Group #: XXXXXXXX

Member Long-term care inquiries: 888-998-7732
Provider Long-term care inquiries: 888-998-7735

Please visit us at Humana.com/HealthyFlorida
For online provider services, go to Availity.com

For participating and non-participating providers send claims to:

Humana Long-term care
P.O. Box 14732
Lexington, KY 40512-4732

Humana Healthy Horizons in Florida

Un producto de Medicaid de Humana Medical Plan, Inc.

Plan de Cuidado a largo plazo

NOMBRE DEL AFILIADO

Identificación del afiliado: HXXXXXXXXX

Id. de Medicaid: XXXXXXXXX
N.º de Grupo: XXXXXXXX

Consultas sobre Cuidado a largo plazo de afiliados: 888-998-7732
Consultas sobre Cuidado a largo plazo de proveedores: 888-998-7735

Visítenos en es-www.humana.com/HealthyFlorida

Para servicios para proveedores en línea, visite Availity.com

Para proveedores participantes y no participantes enviar reclamaciones a:

Humana Long-term care
P.O. Box 14732
Lexington, KY 40512-4732

Humana Healthy Horizons. in Florida

A Medicaid product of Humana Medical Plan, Inc.

Specialty Plan

MEMBER NAME

Member ID: HXXXXXXXXX

Medicaid ID#: XXXXXXXX

Date of Birth: XX/XX/XX

Effective Date: XX/XX/XX

Group #: XXXXXXXX

RxBIN: 610649

RxPCN: 03190000

PCP Name: XXXXXXXXX

PCP Phone: (XXX) XXX-XXXX

Primary Care Address: XXXXXXXXXXXXX

Member &

Par/Non-Par Provider Services: 800-477-6931 (TTY: 711)

Member Behavioral Health Inquiries: 888-778-4651

Pharmacist Rx Inquiries: 800-865-8715

Provider Prior Authorization: 800-523-0023

Dental Benefit Inquiries: 877-711-3662

Please visit us at Humana.com/HealthyFlorida

For online provider services, go to Availity.com

Please mail all claims to:

Humana Medical

P.O. Box 14601

Lexington, KY 40512-4601

Humana Healthy Horizons. in Florida

Un producto de Medicaid de Humana Medical Plan, Inc.

Plan de Especialidad

NOMBRE DEL AFILIADO

Número de Identificación del Afiliado: HXXXXXXXXX

N.º de Identificación

de Medicaid: XXXXXXXX

Fecha de Nacimiento: XX/XX/XX

Fecha de Vigencia: XX/XX/XX

N.º de Grupo: XXXXXXXX

RxBIN: 610649

RxPCN: 03190000

Nombre del PCP: XXXXXXXXX

Teléfono del PCP: (XXX) XXX-XXXX

Dirección de Cuidado Primario: XXXXXXXXXXXXX

Servicios para Afiliados y Servicios de Proveedores

Participantes y No Participantes: 800-477-6931 (TTY: 711)

Consultas sobre Salud del Comportamiento del Afiliado: 888-778-4651

Preguntas sobre Recetas para el Farmacéutico: 800-865-8715

Autorización Previa del Proveedor: 800-523-0023

Consultas sobre Beneficios Dentales: 877-711-3662

Visítenos en es-www.Humana.com/HealthyFlorida

Para servicios para proveedores en línea, visite Availity.com

Envíe todas las reclamaciones por correo postal a:

Humana Medical

P.O. Box 14601

Lexington, KY 40512-4601

Humana Healthy Horizons. in Florida

A Medicaid product of Humana Medical Plan, Inc.

Specialty Comprehensive Plan

MEMBER NAME

Member ID: HXXXXXXXXX

Medicaid ID#: XXXXXXXX

Date of Birth: XX/XX/XX

Effective Date: XX/XX/XX

Group #: XXXXXXXX

RxBIN: 610649

RxPCN: 03190000

PCP Name: XXXXXXXXX

PCP Phone: (XXX) XXX-XXXX

Primary Care Address: XXXXXXXXXXXXX

Member &

Par/Non-Par Provider Services: 888-998-7732 (TTY: 711)

Member Behavioral Health Inquiries: 888-778-4651

Pharmacist Rx Inquiries: 800-865-8715

Provider Prior Authorization: 800-523-0023

Provider Long-Term Care Inquiries: 888-998-7735

Dental Benefit Inquiries: 877-711-3662

Please visit us at Humana.com/HealthyFlorida

For online provider services, go to Availity.com

Please mail all claims to:

Managed Medical Assistance

Humana Medical

P.O. Box 14601

Lexington, KY 40512-4601

Long-term care

Humana Long-term care

P.O. Box 14732

Lexington, KY 40512-4732

Humana Healthy Horizons. in Florida

Un producto de Medicaid de Humana Medical Plan, Inc.

Plan Integral de Especialidad

NOMBRE DEL AFILIADO

Número de Identificación del Afiliado: HXXXXXXXXX

N.º de Identificación

de Medicaid: XXXXXXXX

Fecha de Nacimiento: XX/XX/XX

Fecha de Vigencia: XX/XX/XX

N.º de Grupo: XXXXXXXX

RxBIN: 610649

RxPCN: 03190000

Nombre del PCP: XXXXXXXXX

Teléfono del PCP: (XXX) XXX-XXXX

Dirección de Cuidado Primario: XXXXXXXXXXXXX

Servicios para Afiliados y Servicios de Proveedores

Participantes y No Participantes: 888-998-7732 (TTY: 711)

Consultas sobre Salud del Comportamiento del Afiliado: 888-778-4651

Preguntas sobre Recetas para el Farmacéutico: 800-865-8715

Autorización Previa del Proveedor: 800-523-0023

Consultas sobre Cuidado a Largo Plazo de Proveedores: 888-998-7735

Consultas sobre Beneficios Dentales: 877-711-3662

Visítenos en es-www.Humana.com/HealthyFlorida

Para servicios para proveedores en línea, visite Availity.com

Envíe todas las reclamaciones por correo postal a:

Managed Medical Assistance

Humana Medical

P.O. Box 14601

Lexington, KY 40512-4601

Long-term care

Humana Long-term care

P.O. Box 14732

Lexington, KY 40512-4732

These sample ID cards comply with state guidelines and are subject to change without notice.

Medicaid preauthorization and notification list

You must determine whether preauthorization or notification is required with respect to medical services rendered to any Humana Healthy Horizons member. To make this determination, you must review **Humana Healthy Horizons' preauthorization and notification lists**, which detail medical services that require PA. You may also call the Humana Clinical Intake phone line at **800-523-0023**, Monday through Friday, 8 a.m. to 8 p.m., Eastern time for assistance in locating these lists.

Humana Healthy Horizons updates these lists periodically and notifies providers of revisions in accordance with the time frame specified in the provider agreement. The **preauthorization tool** is available online or by calling Humana Healthy Horizons Member/Provider Services at **800-523-0023**, Monday through Friday, 8 a.m. to 8 p.m., Eastern time.

Please note: precertification, preadmission, preauthorization and notification requirements all refer to the same process of preauthorization.

Preauthorization submission

Participating providers can obtain preauthorization and notification of determination through a variety of channels, including:

- **Availity Essentials**
- **Preauthorization and notification lists online**
- Clinical intake by phone at **800-523-0023**, Monday through Friday, 8 a.m. to 8 p.m., Eastern time

The Centers for Medicare & Medicaid Services mandate requires the National Provider Identifier (NPI) is included for authorizations. As a result, your NPI will be required on authorizations submitted to Humana Healthy Horizons as of Dec. 9, 2023. This requirement applies to authorization submissions and inquiries (Inquiry 278 per AHCA) for all providers (requesting/referring provider, rendering/treating provider, and rendering/treating facility) and lines of business, except atypical providers. Submissions that do not have an NPI will be returned for resubmission.

Please note that providers must have an active AHCA Medicaid ID before submitting an authorization or referral. If you don't already have a AHCA Medicaid ID, or a provider you are referring to doesn't already have one, you/they can **apply for an AHCA Medicaid ID**.

Claim submission

Humana Healthy Horizons can receive electronic claims submission. Acceptable formats include X12 5010 837 institutional, professional and dental formats. Humana Healthy Horizons also allows for direct data entry through Availity Essentials. When filing an electronic claim, you should use payer ID 61115 for LTC claims, 61101 for FFS MMA claims, and 61102 for MMA encounter claims.

Paper claims should be submitted to the address listed on the back of the member's ID card or to the following addresses:

LTC/Comprehensive claims	MMA/Specialty claims	Behavioral health claims
Humana LTC C/O Humana Inc. P.O. Box 14732 Lexington, KY 40512	Humana Healthy Horizons MMA Plan Attn: Claims Department P.O. Box 14601 Lexington, KY 40512-4601	Behavioral health claims (Region A): Access Behavioral Health Attn: Claims Department 1221 W. Lakeview Ave. Pensacola, FL 32501 <hr/> Behavioral Health claims (Regions B through I): Carelon Behavioral Health P.O. Box 1870 Hicksville, NY 11802-1870

For questions about enrolling in electronic claims submissions, please call Availity Essentials at **800-282-4548**, Monday through Friday, 8 a.m. to 8 p.m., Eastern time or go to www.availity.com.

Please review our claims and payment resources at Humana.com/provider/medical-resources/claims-payments to obtain specific information regarding:

- Claims and encounter submission
- Claims payment inquiries
- Claims payment integrity and disputes
- Claims edits
- PA and referrals
- Electronic payment options

Common claim submission errors and how to avoid them

Common rejection or denial reasons:

- Patient not found
- Insured subscriber not found
- Invalid Healthcare Common Procedure Coding System (HCPCS) code submitted
- Authorization or referral not found
- Billed amount missing
- National Drug Code (NDC) not covered or invalid
- Billing/rendering NPIs not enrolled for Medicaid with AHCA

How to avoid these errors:

- Confirm patient information received and submitted is accurate and correct
- Ensure all required claim form fields are complete and accurate
- Obtain proper authorizations and/or referrals for services rendered
- Submit billed charges
- Ensure you have a valid Medicaid ID for the billing/rendering NPIs submitted on the claims
- Ensure NPIs exactly match those listed in the applicable active PML record

Humana's clearinghouse information—electronic data interchange

Availity Essentials is Humana's preferred claims clearinghouse. However, providers can use other clearinghouses. The following list contains some of the frequently used clearinghouses.

Please note that some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.

Clearinghouse	Phone number and website
Availity Essentials	800-282-4548 www.availity.com
Change Healthcare® (Optum)	800-792-5256 www.changehealthcare.com
Mckesson	800-782-1334 www.mckesson.com
TriZetto®	800-556-2231 www.trizettoprovider.com
SSI Group	800-820-4774 www.theSSIGroup.com
Waystar	877-494-7633 www.waystar.com

Availity Essentials is Humana Healthy Horizons' preferred clearinghouse and charges no service fees when submitting electronic claims to Humana Healthy Horizons.

Payer IDs

When submitting electronic claims to Humana Healthy Horizons, please use the payer IDs in the table below.

Humana payer ID	
MMA/Specialty Fee-for-service claims	61101
MMA/Specialty Encounter claims	61102
Long-term Care/Comprehensive	61115

EFT and ERA

Get paid faster and have your Humana Healthy Horizons claim payments deposited automatically with EFT and ERA. Visit [Humana.com/provider/medical-resources/claims-payments/claims-payment/electronic-payment](https://www.humana.com/provider/medical-resources/claims-payments/claims-payment/electronic-payment) for more information on EFT and ERA.

For help with these self-service tools or for more information, call Member/Provider Services at **800-477-6931**. For training opportunities, please visit [Humana.com/ProviderSelfService](https://www.humana.com/ProviderSelfService) and view the webinar schedule to sign up to attend an educational webinar.

Pharmacy Lock-in Program

The Lock-in Program is designed for individuals enrolled in Medicaid in Florida who need help managing their use of prescription medications. It is intended to limit overuse, while providing an appropriate level of care for the member. Humana Healthy Horizons members who meet the program criteria will be locked into one pharmacy. Members identified to be enrolled in the lock-in program receive written notification from Humana Healthy Horizons, along with the designated lock-in pharmacy's information.

Behavioral health services

Members should contact a mental healthcare provider in their area for mental health services. The mental health provider can assist with addressing the member's behavioral health needs. Members may also call Humana Healthy Horizons' behavioral health providers available through our behavioral network.

Providers and members in regions B through I with inquiries related to behavioral health should contact Humana Healthy Horizons' behavioral health provider, Carelon Behavioral Health, at **800-397-1630**, Monday through Friday, 8 a.m. to 8 p.m., Eastern time.

Providers and members in Region A should contact Humana Healthy Horizons' behavioral health provider, Access Behavioral Health, at **866-477-6725**, Monday through Friday, 9 a.m. to 6 p.m., Eastern time.

For emergency mental healthcare within or outside the service area, please instruct members to go to the closest hospital emergency room or any other recommended emergency setting. Members should contact their primary care provider first if they are unsure whether they are experiencing an emergency.

Long-term care

The long-term care managed care program is designed to care for all eligible individuals ages 18 and older who meet a level of care that requires nursing home care and meet certain financial criterion; both qualifications are determined by the state. The program provides eligible individuals with access to care in a nursing home or a less restrictive environment in the community. The goal is to reduce the number of individuals residing in nursing homes and increase the number of individuals receiving care in less-restrictive environments while reducing costs for the state.

Early and Periodic Screening, Diagnostic and Treatment services

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services is a federally mandated program developed for Medicaid recipients from birth through the end of the month of their 21st birthday. All Humana Healthy Horizons members within this age range should receive age recommended EPSDT preventive exams, health screenings, immunizations and services needed to address health issues as soon as identified or suspected. EPSDT benefits are available at no cost to the member. Members or their parent/guardian receive multiple communications informing them of the availability of these services. The Humana Healthy Horizons EPSDT periodicity schedule is updated frequently to reflect current recommendations of the American Academy of Pediatrics and Bright Futures. To view updates to the schedule, please visit [their website](#).