Humana Healthy Horizons in Florida
Behavior analysis provider quick guide

Provider relations and other helpful contacts

- For general questions and support, please email our behavior analysis (BA) Provider Relations mailbox at **FLBA@humana.com**.
- Call centers and websites
- Provider call center: 800-477-6931, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Member call center: 800-477-6931, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Interpreter: 877-320-2233. This is the concierge phone number for the service accessibility line to schedule interpreters.
- Humana clinical pharmacy review: 800-555-2546, Monday – Friday, 8 a.m. – 6 p.m., Eastern time
- **Humana Healthy Horizons® in Florida provider website**
- **Humana Healthy Horizons in Florida Pharmacy Resources webpage**

BA coverage policy

- **BA coverage policy**

BA fee schedule

- Humana Healthy Horizons aligns with the Florida Agency for Health Care Administration (AHCA)-approved fee schedule for billable procedure codes and service limitations.
- Please note that specific reimbursement amounts will depend upon your Humana Healthy Horizons contract and not the amounts listed on the AHCA schedule.
- Visit AHCA's **Provider Reimbursement Schedules and Billing Codes** page and select the appropriate link to view the BA fee schedule.

Humana
Healthy Horizons®
in Florida

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

Visit the Humana Healthy Horizons **prior authorization (PA) list** online. Except where noted, PA requests for medical services may be initiated:

- Online via **Availity Essentials™** (registration is required)
- Via telephone by calling 800-523-0023, Humana's interactive voice response line, 24 hours a day; Customer care representatives are available Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Online PA requests are encouraged. You can fax clinical information for a medical service PA request to 813-321-7220.

The **Behavior Analysis Authorization** form should be completed and included with your PA request.

Humana Healthy Horizons clinical contacts

- Inpatient utilization management: 866-856-8974, Monday – Friday, 8 a.m. – 5 p.m., Eastern time
- Humana's Medicare and Medicaid health services: 800-322-2758, Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time
- Case management: 800-229-9880, Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time
- HumanaBeginnings®: 855-391-8655, option 1, Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time
- HumanaFirst® 24-hour Nurse Advice Line: 800-477-6931 (TTY: 711)

Availity Essentials provider portal

- Website: **Humana's Learn About Availity webpage**
- Phone: 800-282-4548, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Claims

Humana Claims Office
P.O. Box 14601
Lexington, KY 40512-4601

Humana Claims Overpayment
P.O. Box 931655
Atlanta, GA 31193-1655

Provider Correspondence
P.O. Box 14601
Lexington, KY 40512-4601

Provider complaints

Humana
Attn: Provider Complaints
P.O. Box 14601
Lexington, KY 40512-4601

Provider reconsiderations

Provider Grievances and Appeals
Attn: Humana Provider Reconsiderations
P.O. Box 14546
Lexington, KY 40512-4546

Clearinghouse information

The following are some of the many clearinghouses offering services to healthcare providers. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.

- **Availity Essentials** (Humana's preferred vendor): 800-282-4548
- **Waystar®/ZirMed®**:
- **TriZetto®**: 800-556-2231
- **The SSI Group** 800-820-4774

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

Billing guidance

Submitting BA claims to Humana Healthy Horizons:

- Use the CMS-1500 form to submit claims for BA services.
- Reimbursement for all services is allotted in 15-minute increments.
- Ensure you bill with the appropriate modifier for the services rendered.
- Add-on codes must be billed with the corresponding base code.
- If the rendering provider is with a group and the group is receiving payment, the group will be captured in the billing provider section (box 33), and then the rendering provider will be captured in the rendering provider section (box 24).
- If the rendering provider is the provider being reimbursed, the rendering provider will be captured in box 33.
- Treating provider: Enter the individual rendering (treating) provider's number in Item 24 J. Enter the rendering provider's ID number only when it is different from the pay-to provider number entered in items 33a or 33b.

Reimbursement

Participating providers will be reimbursed according to their contracted rate.

- The link below provides codes for informational purposes only and is subject to change. These codes should not be considered an all-inclusive list and are not a guarantee of coverage or reimbursement. **Rule 59G-4.002, Provider Reimbursement Schedules and Billing Codes | Florida Agency for Health Care Administration**
- Absent a letter of agreement, reimbursement to nonparticipating providers for approved authorization requests will be limited to the amount specified by Humana in the **Behavior Analysis Authorization** form.
- Find additional billing guidance on **AHCA's Specific Services Policies** website.
- Find procedure codes and the latest published fee schedules on **AHCA's Provider Reimbursement Schedules and Billing Codes** website.

Nonemergency transportation	
Modivcare nonemergency transportation contact information	
Modivcare phone number/ reservation line	866-779-0565
Hours of operation	Monday – Friday, 8 a.m. – 5 p.m., Eastern time
Transportation covered	Nonemergency medical transportation: ambulatory, wheelchair, stretcher van, mass transit (Does not include emergency ambulance services.)
After-hours call line	866-779-0565
Ride assistance	Florida Medicaid ride assistance (Where's My Ride?) 866-779-0565, 24 hours a day, 7 days a week
Reservations	Reservations must be made at least 72 hours in advance and no more than 30 days prior to the appointment.
Billing	Phone: 800-930-9060 Email: **virginia.billingoperations@modivcare.com**
Escalations	Phone: 800-477-6931, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Provider training and education

Visit the **Humana Healthy Horizons in Florida Provider education and training** page.

Humana provider contracting and credentialing

Provider contracting

- Contracting opportunities: RequestToJoin@humana.com
- Provider updates: Contact your provider contracting representative
- Provider credentialing
- Email questions to CredentialingInquiries@humana.com.
- **Behavior Analyst Certification Board website**

AHCA provider contracting and credentialing

AHCA provider enrollment

- **AHCA BA Services Coverage Policy**
- Provider enrollment website: **Florida Medicaid Web Portal Provider Enrollment** webpage
- Provider enrollment helpline: 800-289-7799, option 4; Monday – Friday, 8 a.m. – 5 p.m., Eastern time
- Provider enrollment references and training: **Florida Medicaid Web Portal Training** webpage