



Humana Healthy Horizons in Florida Long-Term Care Adult day care quick guide

Adult day care provides Humana Healthy Horizons® in Florida-covered patients with supervision, socialization and therapeutic activities in an outpatient setting. This service also provides respite for caregivers. The service includes meals during mealtimes as well as:

- Supervised, recreational activities at least 80% of the day
- Physical exercises
- Cognitive exercises
- Lunch and snacks
- Coordination of transportation
- Medication administration and management
- Vital signs monitoring
- Basic health monitoring, including glucose level checks
- Referral to physical therapy screening (conducted on-site)
- Hands-on assistance with personal care, such as toileting, eating, ambulating and grooming

Adult day care billing guidance

Please follow the authorization schedule set by the care manager and member. If the schedule needs to change, contact the care manager immediately. Variance in the schedule may prevent correct reimbursement.

Services should be billed on a daily date span (e.g., S5102 with dates of service July 1, 2025, to July 1, 2025; with 1 unit. A claim cannot have overlapping months or more than 1 date span within the same payment line.

Reimbursement

- Participating providers will be reimbursed according to their contracted rate.
- The links below provide codes for informational purposes only and is subject to change. These codes are not an all-inclusive list and are not a guarantee of coverage or reimbursement.
- Additional billing guidance can be found on **AHCA's website**.
- You can find procedure codes and the latest published fee schedules on AHCA's reimbursement rules **website**.

Humana Healthy Horizons® in Florida

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.
760702FL0625 FLHMH9SEN_0525

Important contact information

Department	Contact information
Provider Relations	Contact your local Provider Relations representative Email: FLMedicaidPR@humana.com Phone: 888-998-7735 (TTY: 711) , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Member Services	Phone: 888-998-7732 (TTY: 711) , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Pharmacy	Phone: 800-555-2546 , Monday – Friday, 8 a.m. – 6 p.m., Eastern time
Humana Healthy Horizons provider website	Managed Medical Assistance (MMA) Humana Healthy Horizons in Florida
Pharmacy website	Pharmacy resources Humana Healthy Horizons in Florida
Humana long-term care contacts	Contact information
Availity Essentials™	Web: Availity Essentials Phone: 800-282-4548 , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Humana Healthy Horizons Managed Medical Assistance (MMA)	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
Humana Healthy Horizons long-term care (LTC)	Claims Department P.O. Box 14732 Lexington, KY 40512
Humana claims overpayment	Humana Claims Overpayment P.O. Box 931655 Atlanta, GA 31193-1655
Provider complaints	Humana Healthy Horizons Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601 Phone: 800-477-6931 , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Provider Grievances and Appeals	Humana Attn: Provider Reconsiderations P.O. Box 14546 Lexington, KY 40512-4546

Clearinghouse information

Clearinghouse	Website	Phone
Availity Essentials – Preferred LTC Vendor	www.availity.com	800-282-4548
Waystar®/ZirMed®	www.waystar.com	844-692-9782
TriZetto®	www.trizetto.com	800-556-2231
The SSI Group	www.thessigroup.com	800-820-4774

Humana fee-for-service claims for payer ID **61115**

Helpful Humana Healthy Horizons links

- Find a doctor: **Physician Search - Humana**
 - Provider homepage: **Managed Medical Assistance (MMA) | Humana Healthy Horizons in Florida**
- Member homepage: **Florida Medicaid, Medicaid Insurance Plans from Humana**
- **Prior authorization list (PAL): Provider prior authorization and notification lists**
- Expanded benefits: **Medicaid Expanded Benefits in Florida - Humana**
- **Provider Handbook**

Provider training and education

The Centers for Medicare & Medicaid Services (CMS) and state Medicaid contracts mandate that all Humana-contracted physicians and other healthcare providers complete compliance program requirements each year. Please visit **Education and training | Humana Healthy Horizons in Florida** for more information.

Provider contracting and credentialing

Contracting opportunities:

- Email: LTCNetworkRequests@humana.com

Credentialing:

- Email: Credentialinginquiries@humana.com

AHCA provider enrollment:

- View the **AHCA Provider Enrollment Policy**
- Visit the **AHCA Provider Enrollment website**
- Take advantage of **AHCA's Provider Enrollment References and Training**
- If you have questions, call the Provider Enrollment helpline: **800-289-7799, option 4.**

Nonemergency transportation contact information

Modivcare nonemergency medical transportation (NEMT)	Contact information
Modivcare reservation line	Phone: 866-779-0565 , Monday – Friday, 8 a.m. – 5 p.m., Eastern time
Transportation covered	NEMT: <ul style="list-style-type: none">• Ambulatory• Wheelchair• Stretcher van• Mass transit Does not include emergency ambulance services.
After-hours /Ride assistance	Florida Medicaid ride assistance (Where’s My Ride?) Phone: 866-779-0565 , 24 hours a day, seven 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 Monday – Friday, 8 a.m. – 5 p.m., Eastern time
Escalations	Phone: 888-998-7732 Monday – Friday, 8 a.m. – 8 p.m., Eastern time