



Humana Healthy Horizons in Florida Long-Term Care **Adult family care home quick guide**

Adult family care home (AFCH) facilities provide Humana Healthy Horizons® in Florida-enrolled members with an alternative living arrangement with 24-hour access to staff in a home-like environment. Staff provide meals, personal care and housekeeping services. The facility may be used for respite care.

The facility will provide the following services or others according to individual provider contracts:

- 24-hour access to staff
- 3 meals per day, plus snacks
- Assistance with eating
- Assistance with ambulation
- Assistance with transferring
- Dementia care, including dressing and grooming
- Emergency/disaster plan
- Escort services
- Housekeeping
- Incontinence management
- Medication management
- Personal laundry and linen service
- Transportation
- Utilities
- Wander guard

Humana
Healthy Horizons®
in Florida

AFCH billing guidance

AFCH daily code billing rules:

- Use T1020 code, with daily unit.
 - Example: Jan. 1, 2025 – Jan. 14, 2025, T1020, 14 units
- Submit the full amount (units multiplied by daily rate) in the billed charges field.
- Only bill 1 month per claim.
- Please be sure to notify the care manager if Humana Healthy Horizons members are admitted to acute care while residing in an AFCH facility.
 - This will ensure services can be suspended and resumed upon discharge back to the AFCH facility.
- Bill the claim with the provider’s information as it appears on the Agency for Health Care Administration (AHCA) provider master list (PML).

To review details of how you are registered or enrolled with AHCA, please refer to the PML at the Florida Medicaid Web Portal.

Reimbursement

- Participating providers will be reimbursed according to their contracted rate.
- The links in the following 2 bullet points provide codes for informational purposes only and are subject to change. These codes are not an all-inclusive list and are not a guarantee of coverage or reimbursement.
- You can find additional billing guidance on [AHCA’s website](#).
- You can find procedure codes and the latest published fee schedules on [AHCA’s reimbursement rules website](#).

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. – 8 p.m., Eastern time
Humana Healthy Horizons provider website	Welcome to Humana Healthy Horizons in Florida
Pharmacy website	Pharmacy resources Humana Healthy Horizons in Florida

Department	Contact information
Humana long-term care contacts	Contact information
Case management	Phone: 888-998-7732, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
24-hour Nurse Advice Line	Phone: 800-477-6931
Claims	Contact information
Availity Essentials™	Web: Availity - Provider Self-Service Portal Humana and 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 40512-4732
Humana claims overpayment	Humana Claims Overpayment P.O. Box 931655 Atlanta, GA 31193-1655

Department	Contact information
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	Phone
Availity Essentials	800-282-4548
Waystar®/ZirMed®	844-692-9782
TriZetto®	800-556-2231
The SSI Group	800-881-2739
Humana fee-for-service claims for payer ID 61115	

Humana links

- Find a provider: [Find Care - Humana](#)
- Pharmacy information: [Pharmacy resources | Humana Healthy Horizons in Florida](#)
- Provider homepage: [Welcome to Humana Healthy Horizons in Florida](#)
- Member homepage: [Enrollment information - Humana Healthy Horizons in Florida](#)
- Prior authorization list (PAL): [Provider prior authorization and notification lists](#)
- Expanded benefits: [Humana Healthy Horizons in Florida expanded benefits](#)

Provider training and education

The Centers for Medicare & Medicaid Services (CMS) and state Medicaid contracts mandate all Humana Healthy Horizons-contracted 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

- [AHCA provider enrollment policy \(opens PDF\)](#)
- [Provider enrollment website](#)
- [Provider enrollment references and training](#)
- [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	Phone: 866-779-0565

Modivcare nonemergency medical transportation (NEMT)	Contact information
Ride assistance	Florida Medicaid ride assistance (Where's My Ride?) Phone: 866-779-0565
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