



Humana Healthy Horizons in Florida Long-Term Care

Assisted living facility and adult family care home quick guide

Assisted living and adult family care provide Humana Healthy Horizons® in Florida-covered patients with an alternative living arrangement with access to 24-hour staff in a home-like environment. Staff provides 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
- Bathing assistance
- Medication management
- 3 meals per day, plus snacks
- Incontinence management
- Incontinence supplies
- Nutritional supplements
- Housekeeping
- Personal laundry and linen service
- Utilities
- Transportation or coordination of transportation
- Alarmed doors or locked unit
- Personal hygiene items
- Escort to dining room
- Emergency/disaster plan
- Dementia care

Assisted living facility (ALF) billing guidance

CMS-1500 HCFA Professional Claim Form is required

ALF monthly code billing rules

- T2030 Code, with 1 unit and 1 date of service needed
 - Example: 1/1/20 – 1/1/20 T2030, 1 unit.

Humana Healthy Horizons® in Florida

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

- Submit the full monthly rate in the billed charges field.
- The billed charges field for a CMS-1550 HCFA form is:
 - Field 24F for a paper claim
 - Loop 2400, Segment SV102 for an electronic claim
- Please only bill 1 month per claim.

ALF daily code billing rules

Daily billing

- T2031 Code, with date-of-service range and matching units of service
 - Example: 1/1/20 – 1/14/20 T2031, 14 units
- Submit the full amount (units multiplied by daily rate) in the billed charges field.
- Please only bill 1 month per claim.

Patient responsibility

- There will be no patient responsibility unless Humana Healthy Horizons calls you about patient responsibility changes.
- Humana Healthy Horizons will not implement these changes retroactively unless they are financially beneficial to the healthcare provider.

Authorization

- No authorization required for participating provider claim payments.
- Please be sure to notify the care manager if members are admitted to acute care while residing in an ALF. This will ensure services can be suspended and resumed upon discharge back to the ALF.

Provider information requirements

- Bill the claim with provider 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 **Registration | Florida Medicaid Web Portal.**

https://portal.flmmis.com/FLPublic/Provider_ManagedCare/Provider_ManagedCare_Registration/tabId/77/Default.aspx?linkid=pml

Adult family care home (AFCH) billing guidance

AFCH daily code billing rules

- T1020 code, with daily unit
 - o Example: 1/1/20 – 1/14/20 T1020, 14 units
- Submit the full amount (units multiplied by daily rate) in the billed charges field.
- Please 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. This will ensure services can be suspended and resumed upon discharge back to the AFCH.

Provider information requirements

- Bill the claim with provider information as it appears on the AHCA PML.

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

https://portal.flmmis.com/FLPublic/Provider_ManagedCare/Provider_ManagedCare_Registration/tabId/77/Default.aspx?linkid=pml

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	Humana.com/HealthyFL
Pharmacy website	Humana.com/FLPharmacy
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 https://apps.availity.com/web/onboarding/availability-fr-ui/#/login 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

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	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	800-881-2739
Humana fee-for-service claims for payer ID 61115		

Humana links

- Find a Provider: Humana.com/FindADoctor
- Provider homepage: Humana.com/HealthyFL
- Member homepage: Humana.com/HealthyFlorida
- Prior authorization list (PAL): Humana.com/PAL
- Expanded benefits: Humana.com/FloridaBenefits

Provider training and education

The Centers for Medicare & Medicaid Services (CMS) and state Medicaid contracts mandate all Humana-contracted physicians and other healthcare providers complete compliance program requirements each year. Please visit humana.com/FLeducation for more information.

Provider contracting and credentialing

Contracting opportunities:

- Email: LTCNetworkRequests@humana.com

Credentialing

- Email: CredentialingInquiries@humana.com

Agency for Health Care Administration (AHCA) provider enrollment

- **Agency provider enrollment policy**
https://ahca.myflorida.com/content/download/5923/file/59G-1.060_Enrollment.pdf
- **Provider enrollment website**
https://portal.flmmis.com/flpublic/Provider_ProviderServices/Provider_Enrollment/tabid/42/desktopdefault/+Default.aspx

- **Provider enrollment references and training**

https://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Training/tabId/46/Default.aspx?desktopdefault=%20

- 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
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	Humana Healthy Horizons Phone: 888-998-7735