



Humana Healthy Horizons in Florida Long-Term Care Assisted living facility quick guide

Assisted living facilities (ALFs) provide Humana Healthy Horizons® in Florida-enrolled members with an alternative living arrangement with access to 24-hour 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
- Bathing assistance
- Dressing and grooming
- Assistance with ambulation
- Assistance with transferring
- Assistance with eating
- Medication management
- 3 meals per day, plus snacks
- Incontinence supplies
- Incontinence management
- Nutritional supplements
- Housekeeping
- Personal laundry and linen service
- Escort services
- Personal hygiene items
- Emergency/disaster plan
- Dementia care
- Wander guard
- Transportation
- Utilities

Member incentives program

Humana Healthy Horizons in Florida members who move to an ALF are eligible for \$1,000.00 expanded benefit. To learn more, please reach out to the member's transition coordinator. If unsure who the transition coordinator is, contact Provider Services at 888 998 7735 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Assisted living facility value-based program

Humana Healthy Horizons in Florida is thrilled to announce the launch of an enhanced value-based program effective June 1, 2024.

Humana
Healthy Horizons®
in Florida

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

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This enhanced program will support our members' preference to stay in home- and community-based settings. The program will assist providers in welcoming Humana Healthy Horizons long-term care members who are transitioning from a nursing home back into the community, as well as those already in home settings who are at risk of needing custodial care.

The first year of transitioning from a nursing home back into the community represents the most vulnerable period for our members. Because of this, our program offers a monthly incentive to ALFs that accept transitioning members and work with us in providing the highest level of care.

Providers participating in our current incentive program will transition to the new program and will be issued a new authorization, effective June 1, 2024. This program is subject to change or termination, but Humana Healthy Horizons will provide prior notice in either case.

We look forward to strengthening our collaborative efforts with you in delivering quality care. Please refer to the following pages for more information about this enhanced program. If you need further clarification about the information in this letter, please contact your Provider Relations representative or call Provider Services at 888-998-7735, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

What you need to know about the program

Qualifying members

All Humana Healthy Horizons in Florida long-term care members transitioning from a nursing home to your ALF or Humana Healthy Horizons identified members transitioning from a home setting to your ALF are considered qualifying members.

Eligibility timing

A qualifying member's eligibility date starts from the date of transition and extends for 12 months from the date of transition. Member eligibility will not reset during the 12 months from date of transition if a member goes to a nursing home and returns to your ALF. Your facility will still qualify for rewards if there are remaining eligible months from the original date of transition.

Length of stay

Your facility must maintain a monthly 75% or greater occupancy rate to qualify for rewards. This will be calculated using the number of days in the month the member stays in your ALF divided by the number of days in the month. The number of days in the month the member stays in your ALF will be captured through claims submissions.

Payment

The quality program incentive will be paid out at \$300 per month for up to 12 months starting from the member's transition date into your ALF for all qualifying members who meet program eligibility requirements.

Payment timing

Qualifying payments will be paid out on a quarterly basis. We will look back an additional quarter for dates of services to allow additional time to submit claims. See payment schedules below for detailed timing:

- Dates of service initial—These claim service dates will be used to calculate payments.
- Dates of service look-back—These additional claim service dates will be used to calculate payments to allow for additional time to submit claims.

- Claim payment deadline—Humana Healthy Horizons will pull all paid claims for the specified dates of service to calculate the reward payment.
- Payment by date—Reward payments will be issued on or before this date.

Implementation year			
Dates of service		Claim payment deadline	Payment by date
Initial	look-back		
June 1 – 30	N/A	June 30	July 31
July 1 – Sept. 30	June 1 – 30	Sept. 30	Oct. 31
Oct. 1 – Dec. 31	July 1 – Sept. 30	Dec. 31	Jan. 31 (following year)

Ongoing year			
Dates of service		Claim payment deadline	Payment by date
Initial	look-back		
Jan. 1 – March 31	Oct. 1 – Dec. 31 (prior year)	March 31	April 30
April 1 – June 30	Jan. 1 – March 31	June 30	July 31
July 1 – Sept. 30	April 1 – June 30	Sept. 30	Oct. 31
Oct. 1 – Dec. 31	July 1 – Sept. 30	Dec. 31	Jan. 31 (following year)

Humana Healthy Horizons will follow normal company recovery policy and reserves the right to recover any payments for claims not reflective of a member’s actual stay.

Assisted living facility 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 are needed.
 - Example: 1/1/25 – 1/1/25 T2030, 1 unit
- 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 are needed.
 - Example: 1/1/25 – 1/14/25 T2031, 14 units
- Submit the full amount (units multiplied by daily rate) in the billed charges field.
- 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 is 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 the Florida Medicaid Web Portal.

Important contact information

Department	Contact information
Provider Relations	Contact your local Provider Relations representative. Email: FLMedicaidPR@humana.com Phone: 800-477-6931 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Member Services	Phone: 800-477-6931 (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
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 Availity Essentials Sign In 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

Department	Contact information
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	800-881-2739

Humana fee-for-service claims for payer ID 61115

Humana links

- Find a provider: Find Care - Humana
- Provider homepage: Managed Medical Assistance (MMA) | Humana Healthy Horizons in Florida
- Member homepage: Florida Medicaid Enrollment, How to Enroll in Medicaid - Humana
- Prior authorization list (PAL): Provider prior authorization and notification lists
- Expanded benefits: Medicaid Expanded Benefits in Florida - Humana

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 [Provider education and training](#) for more information.

Provider contracting and credentialing

Contracting opportunities:

- Email: LTCNetworkRequests@humana.com

Credentialing

- Email: CredentialingInquiries@humana.com

AHCA provider enrollment

- Agency provider enrollment policy
- 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
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