

Network notification—Humana Healthy Horizons in Indiana

Note date: April 8, 2026
To: Humana Healthy Horizons® in Indiana provider network for Indiana PathWays for Aging
From: Humana Healthy Horizons in Indiana
Subject: Availity profile for atypical providers

Home and Community-Based Services providers:

Home and Community-Based Services (HCBS) providers providing nonmedical/nonlicensed care are considered atypical providers. HCBS providers should ensure that their Availity billing profiles are set up in accordance with State guidelines to support proper claims submission (State bulletin [BT202509](#)).

To create a billing profile within Availity

- Select Manage My Organization (found in “My Account Dashboard” to the right **or** under account in the top right corner).
- Select “Manage Providers” dropdown located in the “Providers” section of the page.
- Select “Add provider.”
- Input TAX ID in the middle box.
 - There is a small box located under this area that must be selected to register billing profile as an atypical/HCBS provider. Atypical providers should select the option “This organization does NOT have an NPI. This organization is an atypical provider and does not provide healthcare as defined in 45 Code of Federal Regulations (CFR) section 160.103.”
- Submit applicable details for the billing profile
 - Group/Facilities: Select this option if you are billing as an agency or organization.

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- Individual: Choose this if you are billing as a single person, such as a doctor or nurse providing services on your own.
- Billing and/or physical address details should include 10 digits for the ZIP code.
- Select taxonomy that aligns with your organization's state records/services
- Add "Medicaid ID" identifier by selecting "Add identifier" under the TAX ID section. Note: The Medicaid ID refers to the IHCP Provider ID/LPI assigned by the State.

When creating a billing profile for HCBS services for Humana in the Availity platform, select only the "Medicaid ID" identifier. Including additional identifier options, such as "Payer Assigned Provider" identifier or "Legacy Provider ID" identifier in the billing profile may result in claim denials.

- If the provider offers both skilled and nonmedical/HCBS services, then the provider will have 2 separate profiles (1 for the HCBS services and 1 for the skilled services) for billing with Humana.
 - To add a skilled provider billing profile, complete the steps above, but do not select the "atypical" box.
 - Skilled providers need to include their NPI. HCBS providers do not have an NPI.

If you have questions or need assistance, please email INMedicaidProviderRelations@humana.com or call Provider Services at 866-274-5888 (TTY: 711), Monday-Friday, 8 a.m. – 8 p.m., Eastern time.