

# Humana comprehensive long-term care (LTC)

## Florida statewide LTC provider resource guide

### Online self-service

The following information is available on the public website at [Humana.com/FLLT](https://www.humana.com/FLLT) - no registration required.

Under **Additional Information**, you'll find:

- Publications, including provider manuals
- Training calendar
- Claim resources
- Urgent update

### Register for free use of Availity Essentials.

This one-stop, multi-payer portal allows you to interact securely with Humana and other participating payers without accessing multiple systems or remembering different payer user IDs and passwords.

With Availity Essentials, you can:

- Check eligibility and benefits
- Access Humana member ID cards
- Check claims status and remittance information
- Submit claims electronically
- Update demographic information

To learn more, call Availity Essentials at **800-282-4548** or visit [www.Availity.com](https://www.availity.com)

**Get paid faster and have your Humana claim payments deposited automatically with electronic funds transfer (EFT) and electronic remittance advice (ERA).**

Visit [Humana.com/EPaymentInfo](https://www.humana.com/EPaymentInfo) for more information on EFT and ERA.

For training, visit [Humana.com/ProviderSelfService](https://www.humana.com/ProviderSelfService) and look under “Web-based training” on the right side of the page.



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

## Frequent contact information

Department	Phone	Hours of operation and/or website/ email address
Availity Essentials	<b>800-282-4548</b>	Monday – Friday, 8 a.m. – 6 p.m.
LTC provider claim inquiries and complaints	<b>888-998-7735</b>	Monday – Friday, 8 a.m. – 6 p.m.
TTY for the deaf and hard of hearing	<b>711</b>	
Critical incident reporting	<b>855-281-6067</b>	Monday – Friday, 9 a.m. – 5 p.m.
Humana Managed Medical Assistance (MMA) - crossover claims	<b>800-457-4708</b>	Monday – Friday, 8 a.m. – 5 p.m.
Enrollment broker	<b>877-711-3662</b>	Monday – Friday, 8 a.m. – 7 p.m.
Member services – authorizations	<b>888-998-7732</b>	Monday – Friday, 8 a.m. – 6p.m.
Florida county offices	<b>800-303-2422</b>	Monday – Friday, 8 a.m. – 5 p.m.
State Medicaid help desk	<b>800-289-7799, option 1, 4, 3</b>	Monday – Friday, 8 a.m. – 5 p.m.
HHAeXchange – electronic visit verification	<b>855-400-4429</b>	Monday – Friday, 7:30 a.m. – 7:30 p.m. <b><a href="http://hhaexchange.com/FL-SMMC">hhaexchange.com/FL-SMMC</a></b>
Beneficiary assistance program	<b>888-419-3456</b>	
Florida Agency for Health Care	<b>866-762-2237</b>	Monday – Friday, 8 a.m. – 5 p.m.
Modivcare – non-emergent transportation	<b>866-779-0565</b>	

## Important addresses

Department	Address
Provider correspondence	Humana 3501 SW 160th Ave. Miramar, FL 33027
Provider grievances and appeals	Humana Attn: Provider Reconsiderations P.O. Box 14546 Lexington, KY 40521-4546
Member grievances and appeals	Humana Health Plans P.O. Box 14746 Lexington, KY 40512-4746
Claims	Humana Claims Office P.O. Box 14732 Lexington, KY 40512-4732
Claims return overpayments	Humana Claims Overpayment P. O. Box 931655 Atlanta, GA 31193-1655
Provider demographic changes	Contact your assigned provider contracting representative.

## Clearinghouse information – Electronic Data Interchange (EDI)

The following are some of the many clearinghouses offering services to healthcare providers. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.

	Website	Phone
Availity Essentials - Preferred LTC Vendor	<a href="http://www.Availity.com">www.Availity.com</a>	800-282-4548
Waystar/ZirMed	<a href="http://www.waystar.com">www.waystar.com</a>	844-692-9782
TriZetto®	<a href="http://www.trizetto.com">www.trizetto.com</a>	800-556-2231
The SSI Group	<a href="http://www.thessigroup.com">www.thessigroup.com</a>	800-881-2739
Humana fee-for-service claims for payer ID 61115		

## Claims submission guidelines and tips

- Submit claims within 180 days of service
- Confirm that the units match the number of billed days
- Include assisted living facility bed holds report on a separate line of service
- Align data properly in the UB 04 or CMS 1500 fields.
- Avoid missing or invalid National Provider Identifier (NPI)/ZIP code/taxonomy. Do not submit encounters with \$0 value.

## Provider complaints

Topic	Response
In what manner may complaints be submitted?	<b>Submit provider complaints in writing to:</b> Humana LTC Attn: Provider Complaints 3501 SW 160th Ave. Miramar, FL 33027 Telephone: <b>888-998-7735</b> Email: <b>LTCProviderRelations@humana.com</b>
What is the submission timeframe for provider complaints?	For claims issues, you must file a written complaint within 90 days of the final determination of the primary payer. Non-claims-related complaints must be submitted in writing within 45 calendar days.
Is an acknowledgement of the claims complaint required?	Yes. We provide notification of receipt of the complaint within 3 business days. We will then send you a written status update every 15 days until the issue is resolved.
What is the resolution timeframe?	<b>Claims:</b> Within 60 days of the receipt of the provider's review or appeal request, unless the claim is under active review by a mediator, arbitrator or third-party-dispute entity. <b>Non-claims:</b> 90 days after the receipt of your request for review.

Topic	Response
What is the timeframe provider overpayment claim submissions?	<p>You must report the overpayment to Humana within 60 days after the date on which the overpayment was identified and notify Humana in writing of the overpayment reason, as required by 42 CFR 438.608(d)(2).</p> <p><b>Overpayment notification may be mailed to:</b></p> <p>Humana Healthcare Plans  P.O. Box 931655  Atlanta, GA 31193-1655</p>

## Only those services deemed medically necessary will be covered.

When providing covered services to Medicaid enrollees, state and federal laws require healthcare providers to adhere to applicable provisions in the Florida Medicaid Coverage and Limitations Handbook, as well all laws pertaining to the provision of such services.

### Please note:

- All services with the exception of skilled nursing and assisted living facilities require prior authorization.
- Each member will be assigned a care coach who will facilitate his or her authorizations.

## Authorization updates

The Humana Medicaid Comprehensive Plan has revised its prior authorization (PA) list for long-term care (LTC). Effective Aug. 5, 2020, the Humana Long-Term Care Plan will no longer provide authorizations for skilled nursing or assisted living facilities. This is an effort to improve the provider experience and improve time lines for claim payments. Please review the FAQ list provided below. If you have additional questions, please email [LTCProviderRelations@humana.com](mailto:LTCProviderRelations@humana.com) or call 888-998-7735.

## FAQs:

### Q: How will this change affect the way providers submit claims?

A: Providers will no longer have to wait for paper authorizations. Claims are exclusively submitted via Availity.

Please join our monthly webinars for Availity Essentials training. Sign up online.

### Q: Are pre-admission screening and resident reviews (PASRRs) still a requirement?

A: Yes, this requirement has not changed. However, facilities should be aware that financial recovery efforts will begin if there is no PASRR on file. If you receive a financial recovery letter, please send the PASRR immediately to [LTCProviderRelations@humana.com](mailto:LTCProviderRelations@humana.com) with a copy of the financial recovery letter.

### Q: Are occupancy reports still required?

A: This requirement has not changed. Facilities should be aware that financial recovery efforts will begin if there is no occupancy report on file. If you receive a financial recovery letter, please email an occupancy report immediately to [LTCProviderRelations@humana.com](mailto:LTCProviderRelations@humana.com) with a copy of the financial recovery letter.

Refer to your Humana long-term contract for details of bed-hold eligibility.

We value your dedication to serving our members. Please contact your provider contracting representative if you have questions.

#### Humana | Healthy Horizons™ in Florida

A Medicaid product of Humana Medical Plan, Inc.

#### Comprehensive Plan

#### MEMBER NAME

**Member ID: HXXXXXXXXX**

Medicaid ID#: XXXXXXXX

Date of Birth: XX/XX/XX

Effective Date: XX/XX/XX

Group #: XXXXXXXX

RxBIN: 610649

RxPCN: 03190000

PCP Name: XXXXXXXXX

PCP Phone: (XXX) XXX-XXXX

Primary Care Address: XXXXXXXXXXXX

Member/Provider Service: 1-888-998-7732

Member Behavioral Health Inquiries: 1-888-778-4651

Pharmacist Rx Inquiries: 1-800-865-8715

Provider Prior Authorization: 1-800-523-0023

Provider Long-Term Care Inquiries: 1-888-998-7735

Dental Benefit Inquiries: 1-877-711-3662

Please visit us at [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)

For online provider services, go to [Availity.com](http://Availity.com)

Please mail all claims to:

**Managed Medical Assistance**

**Humana Medical**

**P.O. Box 14601**

**Lexington, KY 40512-4601**

**Long-Term Care**

**Humana Long Term Care**

**P.O. Box 14732**

**Lexington, KY 40512-4732**

### Member ID card samples

**Note:** These sample IDs comply with state guidelines. They are subject to change.

## Provider Contracting Representative (PCR) Directory

Region	Name	Email	Phone number	Covering counties
Region 1	Brian Davis	<a href="mailto:BDavis60@humana.com">BDavis60@humana.com</a>	850-800-7646	Escambia, Okaloosa, Santa Rosa, Walton
Region 2	Brian Davis	<a href="mailto:BDavis60@humana.com">BDavis60@humana.com</a>	850-800-7646	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington

Region	Name	Email	Phone number	Covering counties
Region 3	Lonnie Bowman	<b>LBowman13@humana.com</b>	850-320-4047	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union
Region 4	Calymar Ramos	<b>CRamos31@humana.com</b>	352-360-5409	Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia
Region 5	Lisa Pickett	<b>LPickett4@humana.com</b>	727-294-6456	Pasco, Pinellas
Region 6	Kara Wilson	<b>KWilson122@humana.com</b>	863-660-8945	Hardee, Highlands, Hillsborough, Manatee, Polk
Region 7	Danielle Teague-McDonald	<b>DTeagueMcDonald1@humana.com</b>	813-576-8280	Brevard, Osceola, Seminole, Orange
Region 8	Paige Flanders-Beltley	<b>PFlandersbeltley1@Humana.com</b>	813-468-9059	Collier, Glades, Hendry, DeSoto and Sarasota, Lee and Charlotte
Region 9	Marybell Rivera	<b>MRivera51@humana.com</b>	772-342-3737	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie
Region 10	Rosalynn Innocent	<b>RInnocent@humana.com</b>	954-468-6099	Broward
Region 11	Alain Estrada	<b>AEstrada4@humana.com</b>	305-342-9152	Miami-Dade

## REGION 11 ZIP assignment Celia Acosta

33039	Homestead	33149	Miami-Dade
33012	Miami-Dade	33150	Miami-Dade
33032	Miami-Dade	33154	Miami-Dade
33033	Miami-Dade	33155	Miami-Dade
33035	Miami-Dade	33156	Miami-Dade
33125	Miami-Dade	33157	Miami-Dade
33127	Miami-Dade	33158	Miami-Dade
33128	Miami-Dade	33160	Miami-Dade
33129	Miami-Dade	33161	Miami-Dade
33130	Miami-Dade	33162	Miami-Dade
33131	Miami-Dade	33165	Miami-Dade
33132	Miami-Dade	33168	Miami-Dade
33133	Miami-Dade	33169	Miami-Dade
33134	Miami-Dade	33175	Miami-Dade
33135	Miami-Dade	33176	Miami-Dade
33136	Miami-Dade	33179	Miami-Dade
33137	Miami-Dade	33180	Miami-Dade
33138	Miami-Dade	33181	Miami-Dade
33139	Miami-Dade	33186	Miami-Dade
33140	Miami-Dade	33190	Miami-Dade
33141	Miami-Dade	33036	Monroe
33143	Miami-Dade	33040	Monroe
33145	Miami-Dade	33050	Monroe



## REGION 11 ZIP assignment Celia Acosta

33146	Miami-Dade	33070	Monroe
33010	Miami-Dade	33170	Miami-Dade
33013	Miami-Dade	33172	Miami-Dade
33014	Miami-Dade	33173	Miami-Dade
33015	Miami-Dade	33174	Miami-Dade
33016	Miami-Dade	33177	Miami-Dade
33018	Miami-Dade	33178	Miami-Dade
33030	Miami-Dade	33182	Miami-Dade
33054	Miami-Dade	33183	Miami-Dade
33055	Miami-Dade	33184	Miami-Dade
33056	Miami-Dade	33185	Miami-Dade
33101	Miami-Dade	33187	Miami-Dade
33122	Miami-Dade	33189	Miami-Dade
33126	Miami-Dade	33192	Miami-Dade
33142	Miami-Dade	33193	Miami-Dade
33144	Miami-Dade	33194	Miami-Dade
33147	Miami-Dade	33196	Miami-Dade
33166	Miami-Dade	33001	Monroe
33167	Miami-Dade	33037	Monroe