

Network Notification – Humana Healthy Horizons in Florida

Notice date: February 19, 2025
To: Humana Healthy Horizons in Florida provider network
From: Humana Healthy Horizons in Florida
Subject: Florida Medicaid NPI validation front-end rejection temporarily deactivated

Humana Healthy Horizons® in Florida sent communications beginning in December 2023 advising upcoming front-end rejections for National Provider Identifier (NPI) validation. Effective Dec. 12, 2024, the front-end rejections were implemented. To allow providers additional time to make necessary changes that align with their Provider Master List (PML) record(s), Humana Healthy Horizons made the decision to deactivate the front-end rejections.

As a reminder, providers may still experience rejections, claim denials or recoupments due to NPI validation errors. Providers can resubmit their previously rejected claim submissions for payment consideration. Please note that rejections may be implemented again at a future date.

Deactivated rejections received for NPI validation for billing provider

- **A7:562:85:** Category: Acknowledgement/Rejected for Invalid Information — The claim/encounter has invalid information as specified in the Status details and was rejected. Status: Entity's NPI. Usage: This code requires use of an Entity Code. Entity: Billing Provider
- **A7:145:85:** Category: Acknowledgement/Rejected for Invalid Information — The claim/encounter has invalid information as specified in the Status details and has been rejected. Status: Entity's specialty/taxonomy code. Usage: This code requires use of an Entity Code. Entity: Billing Provider
- **A7:126:85:** Category: Acknowledgement/Rejected for Invalid Information — The claim/encounter has invalid information as specified in the Status details and has been rejected. Status: Entity's address. Usage: This code requires use of an Entity Code. Entity: Billing Provider

Action needed for resolution: If the provider received the rejections detailed above on Dec. 12, 2024 — Jan. 17, 2025, please consult the guidance below:

- If you submitted an initial claim and received the above rejections, please resubmit the initial claim.

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- If you submitted a corrected claim and received the above rejections, please resubmit the corrected claim.

Additionally, be sure to review and ensure that claim submission details for the billing provider, including NPI, taxonomy, address, and ZIP+4 and billed information, aligns with the applicable PML record.

Deactivated rejections received for NPI validation for rendering provider

- **A7:562:82:** Category: Acknowledgement/Rejected for Invalid Information — The claim/encounter has invalid information as specified in the Status details and has been rejected. Status: Entity's NPI. Usage: This code requires use of an Entity Code. Entity: Rendering Provider
- **A7:145:82:** Category: Acknowledgement/Rejected for Invalid Information — The claim/encounter has invalid information as specified in the Status details and has been rejected. Status: Entity's specialty/taxonomy code. Usage: This code requires use of an Entity Code. Entity: Rendering Provider
- **A7:126:82:** Category: Acknowledgement/Rejected for Invalid Information — The claim/encounter has invalid information as specified in the Status details and has been rejected. Status: Entity's address. Usage: This code requires use of an Entity Code. Entity: Rendering Provider

Action needed for resolution: If the provider received the rejections detailed above on Dec. 12, 2024 – Jan. 17, 2025, please consult the guidance below:

- If you submitted an initial claim and received the above rejections, please resubmit the initial claim.
- If you submitted a corrected claim and received the above rejections, please resubmit the corrected claim.

Additionally, be sure to review and ensure that claim submission details for the rendering provider, including NPI, taxonomy, address, and ZIP+4 and billed information, aligns with the applicable PML record.

Escalated support request: If the provider has additional questions or needs assistance, please contact the provider contact center 800-477-6931, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. If your concern needs escalated assistance, please email FLMedicaidResolution@humana.com.

The following is guidance shared by Humana Healthy Horizons in Florida in December 2023:

To prevent claims from being rejected, denied or impacted by future recoupments, be sure filed claims have the correct information in the following PML record fields:

- NPI type (1 = Individual or 2 = Organization)
- Taxonomy
 - Please review the [taxonomy master list](#) to ensure the appropriate taxonomy codes for the provider's specialty are selected and submitted on the application.
- Service Location Address ZIP code + 4
- Service Location Address 1

To review your current PML records, please visit [Agency for Health Care Administration's \(AHCA's\) PML website](#).

In the event your PML record(s) need updates, changes can be made through the [secured provider web portal](#) or by calling enrollment support at 800-289-7799 and selecting option 4.

Please note:

- Humana claim processing will utilize the provider's Medicaid ID with a submitted date of service that falls within the provider's contract and/or PML effective and end dates.
- Humana claim processing will default to the most recent contract effective date range of a provider's Medicaid ID.
- Claims that do not pass per the guidance contained in this notice are subject to recovery or rejections prior to payments being made.

As a reminder, Humana began denying claims for all providers who are not billing a taxonomy consistent with their PML enrollment effective Aug. 1, 2022. Please update your billing systems and processes to include the matching taxonomy, ZIP code + 4 and/or address information, as described in the PML and specified in the reference documents linked above. If you have questions about claim denials and how to correct them, please contact your Provider Contracting representative or email FLMedicaidResolution@humana.com, and we will provide information about necessary remediation. As always, thank you for being a trusted partner and assisting our members in their health and well-being.

For more information, please consult [AHCA's NPI Initiative FAQ](#).

AHCA PML updates

The [PML section](#) of AHCA's website contains guidance about updates to the PML and PML Tip Sheet.

Refer to the [PML Tip Sheet](#), updated Sept. 12, 2024, for details.

The following NPI Crosswalk-related columns will be removed from the PML:

- NPI Crosswalk – Taxonomy
- NPI Crosswalk – ZIP code
- NPI Crosswalk – date used for claims

Updates to Pending Provider List (PPL)

Removed columns from NPI Crosswalk:

- NPI Crosswalk — Taxonomy
- NPI Crosswalk — ZIP code

ACHA's [PPL Tip Sheet](#) was last updated Aug. 29, 2023,

Changes for the PML and PPL can be found on [ACHA's website](#).

Updates to Taxonomy Master List

The Taxonomy Master List (TML) contains taxonomy codes for every provider specialty accepted by Florida Medicaid. Providers are encouraged to use the TML when enrolling with Florida Medicaid to ensure they are selecting and submitting the appropriate taxonomy code for their specialty on their application. The TML is helpful when determining the appropriate specialty taxonomy for a provider when submitting an X12 837 transaction.

ACHA's [TML Tip Sheet](#) was last updated Aug. 29, 2023.

Changes for the TML can be found [on ACHA's website](#).