

Network Notification – Humana Healthy Horizons in Ohio

Notice date: June 23, 2025
To: Humana Healthy Horizons in Ohio provider network
From: Humana Healthy Horizons in Ohio
Subject: Medicaid claim denials due to EVV non-compliance

Humana Healthy Horizons® in Ohio wants to inform providers that phase 3 home health service claims billed to Next Gen managed care entities (MCEs) submitted with missing or incorrect electronic visit verification (EVV) information will be denied, starting with dates of service on or after June 1, 2025. These denials include scenarios when the claim bills for services that do not match the visit type.

Please note: EVV compliance is mandatory. Missing or incorrect EVV data will result in claim denials. For more information regarding claim denials, please consult the [Ohio Administrative Code \(OAC\) chapter](#) online.

Claim submissions that are denied under these stipulations include, but are not limited to:

- **Provider ID** does not match — **(N521)** Mismatch between the submitted provider information and the provider information stored in our systems.
- **Recipient ID** does not match — **(N819)** Patient not enrolled in EVV system.
- **Procedure code** does not match — **(N56)** Procedure code billed is not correct/valid for the services billed or the date of service billed.
- **Unmatched units** — **(N820)** EVV system units do not meet the requirements of visit.

To learn more about EVV standards, best practices and other information:

- Call Ohio Department of Medicaid (ODM) Integrated Help Desk at 800-686-1516
- Visit the [ODM Electronic Visit Verification site](#)
- Request one-on-one help; [Register to attend office hours](#) on Zoom®
- Call the EVV Provider Hotline at 855-805-3505

To find more resources regarding ODM's EVV requirements, please consult the [ODM EVV Contact Information flyer](#) online.

Humana Healthy Horizons in Ohio is a Medicaid Product of Humana Health Plan of Ohio, Inc.

How to escalate support

Providers with issues or concerns regarding EVV verification that need to be escalated for urgent response should follow the steps below to expedite assistance:

1. Email the ODM Integrated Helpdesk (IHD) at IHD@medicaid.ohio.gov.
2. Type “ESCALATION” in the email subject line.
3. Include the following details in the message:
 - Provider information
 - Provider’s National Provider Identifier or Ohio Medicaid Provider ID
 - ODM Provider Network Management registration ID (if applicable)
 - Ohio ID number (if applicable)
 - Issue details
 - Previous IHD ticket numbers or call reference numbers related to the issue
 - Claim numbers and examples
 - Error message screenshots, if applicable
 - Notation indicating whether assistance is needed with individual or group enrollment

Other resources

[Sandata \(ODM’s EVV partner\) Ohio EVV Provider Onboarding Checklist](#)

[Ohio Medicaid EVV Program and Service Code Guide](#)

[Live-in caregiver exemption](#)

Questions?



For more information, please call Provider Services at 877-856-5707, Monday – Friday, 7 a.m. – 8 p.m., Eastern time.

You can also email us at: OHMedicaidProviderRelations@humana.com.