



# Humana Healthy Horizons in Florida Long-Term Care

## Durable medical equipment and consumable medical supplies provider quick guide

For durable medical equipment (DME) and consumable medical supplies (CMS), contact the care manager to have a paper authorization faxed to you. In reviewing the authorization, please follow the units and products approved by the clinical team. Each DME authorization will have a prescription. Please don't deliver any products without authorization from the clinical team. If the product must be changed, contact the care manager immediately. Variance in the product may prevent correct reimbursement. If a single case agreement or letter of agreement (LOA) was provided, please wait until the authorization request is approved and the single case agreement or LOA is signed to bill for services according to the negotiated amount.

It is important to confirm member eligibility before every delivery. To validate, sign in at <https://sso.flmmis.com/adfs/ls/?wa=wsignin1.0&wtrealm=https%3A%2F%2Fhome.flmmis.com%2Fhome%2F&wctx=rm%3D0%26id%3Dpassive%26ru%3D%252Fhome%252F&wct=2024-06-04T21%3A35%3A22Z&wlr=https%3A%2F%2Fsso.flmmis.com%2Fadfs%2F%2Fid> to confirm and save a copy of the eligibility screenshot.

### DME and CMS billing guidance

#### Fee schedule policy and procedure

Please visit <https://ahca.myflorida.com/medicaid/rules/rule-59g-4.002-provider-reimbursement-schedules-and-billing-codes> and navigate to the most appropriate promulgated fee schedule aligning to dates of service for billed DME services.

Many DME items and services are limited to recipients younger than 21. To determine whether a service is available to all recipients or limited to recipients younger than 21, refer to the appropriate policy, available at <https://ahca.myflorida.com/medicaid/rules/adopted-rules-service-specific-policies>.

### Modifiers

- Please use the correct modifiers when submitting claims.
- Ensure modifier combinations are valid and appropriate for the services rendered.
- Providers should bill the appropriate modifiers or modifier combination based on if the claims are submitted for rental or purchase.

## Humana Healthy Horizons® in Florida

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

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The below list of modifiers is not all-inclusive; please follow appropriate billing and coding guidelines for modifier usage.

Modifier	Definition
BR	Beneficiary has been informed of the purchase and rental options and has elected to rent the item
KH	DME Prosthetics, Orthotics, and Supplies item, initial claim, purchase or first month rental
KI	DME Prosthetics, Orthotics, and Supplies DMEPOS item, second- or third-month rental
KJ	DME Prosthetics, Orthotics, and Supplies DMEPOS item, parenteral/enteral nutrition (PEN) pump or capped rental, months four to 15
<b>KM</b>	Replacement of facial prosthesis including new impression/moulage
KN	Replacement of facial prosthesis using previous master model
KR	Rental item—billing for partial month
<b>LL</b>	Lease/rental
NR	New when rented
NU	New equipment
RA	Replacement of a DME orthotic or prosthetic item
RB	Replacement of a part of DME orthotic or prosthetic item furnished as part of a repair
RR	DME rental
UE	Used DME

## Frequency and units

- State regulations may limit frequency and units billed within a given time frame.
- Providers should consult the DME fee schedule for frequency and unit restrictions as indicated per each item.

## Rental guidance

- DME may be rented, purchased, or rented until it has been purchased.
- For rented DME, claim processing will be based on the terms in the rental agreement.
- Florida Medicaid reimburses for rental equipment at the prorated daily amount of the monthly rate, per day, when the item is returned to the provider before the end of a 30-day period.
- Florida Medicaid reimburses for up to the total of ten monthly claims for rent-to-purchase items; the items then become the personal property of the recipient at the end of the lease.
- Florida Medicaid reimburses for oxygen equipment delivered to a recipient's home up to 72 hours prior to the recipient's discharge from a hospital or skilled nursing facility.
- Florida Medicaid reimburses for only one form of oxygen (gaseous, liquid or concentrated) at a time.
- Florida Medicaid reimburses for servicing recipient-owned oxygen equipment.

## Important contact information

Department	Contact information
Provider Relations	Contact your local Provider Relations representative Email: <b>FLMedicaidPR@humana.com</b> Phone: <b>888-998-7735 (TTY: 711)</b> , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Member Services	Phone: <b>888-998-7732 (TTY:711)</b> , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Pharmacy	Phone: <b>800-555-2546</b> , Monday – Friday, 8 a.m. – 6 p.m., Eastern time
Humana Healthy Horizons provider website	<b>Humana.com/HealthyFL</b>
Pharmacy website	<b>Humana.com/FLPharmacy</b>
<b>Humana long-term care contacts</b>	<b>Contact information</b>
Case management	Phone: <b>888-998-7732</b> , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
24-hour Nurse Advice Line	Phone: <b>800-477-6931</b>
<b>Claims</b>	<b>Contact information</b>
Availity Essentials™	Web: <b><a href="https://provider.humana.com/working-with-us/self-service-portal">https://provider.humana.com/working-with-us/self-service-portal</a></b> and <b><a href="https://apps.availity.com/web/onboarding/availity-fr-ui/#/login">https://apps.availity.com/web/onboarding/availity-fr-ui/#/login</a></b> Phone: <b>800-282-4548</b> , 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
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: <b>800-477-6931</b> , 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	<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		

## Helpful Humana Healthy Horizons links

- Find a doctor: [Humana.com/FindADoctor](http://Humana.com/FindADoctor)
- Provider homepage: [Humana.com/HealthyFL](http://Humana.com/HealthyFL)
- Member homepage: [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)
- Prior authorization list (PAL): [Humana.com/PAL](http://Humana.com/PAL)
- Expanded benefits: [Humana.com/FloridaBenefits](http://Humana.com/FloridaBenefits)

## Provider training and education

The Centers for Medicare & Medicaid Services (CMS) and state Medicaid contracts mandate that all Humana-contracted physicians and other healthcare providers complete compliance program requirements each year. Please visit [Humana.com/FLeducation](http://Humana.com/FLeducation) for more information.

## Provider contracting and credentialing

### Contracting opportunities:

- Email: [LTCNetworkRequests@humana.com](mailto:LTCNetworkRequests@humana.com)

### Credentialing:

- Email: [Credentialinginquiries@humana.com](mailto:Credentialinginquiries@humana.com)

### Agency for Health Care Administration provider enrollment:

- Agency Provider Enrollment Policy  
[https://ahca.myflorida.com/content/download/5923/file/59G-1.060\\_Enrollment.pdf](https://ahca.myflorida.com/content/download/5923/file/59G-1.060_Enrollment.pdf)
- Provider Enrollment website  
[https://portal.flmmis.com/flpublic/Provider\\_ProviderServices/Provider\\_Enrollment/tabid/42/desktopdefault/+Default.aspx](https://portal.flmmis.com/flpublic/Provider_ProviderServices/Provider_Enrollment/tabid/42/desktopdefault/+Default.aspx)
- Provider Enrollment References and Trainings  
[https://portal.flmmis.com/FLPublic/Provider\\_ProviderServices/Provider\\_Training/tabId/46/Default.aspx?desktopdefault=%20](https://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Training/tabId/46/Default.aspx?desktopdefault=%20)
- 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"><li>• Ambulatory</li><li>• Wheelchair</li><li>• Stretcher van</li><li>• Mass transit</li></ul> 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: <b>888-998-7735</b>