



Early Intervention Services and Child Health Services Targeted Case Management

Humana Healthy Horizons® in Florida guidance related to these integral services:

Question	Response
What is Humana Healthy Horizons' strategy for contracting these services?	Humana Healthy Horizons works directly to contract with the 15 Early Steps agencies across the state. If you are not contracted with Humana Healthy Horizons, you may not receive payment for services unless authorization is obtained and approved.
How should Humana Healthy Horizons be billed?	Paper and electronic HCFA-1500 (professional) claims are acceptable. Note: Providers must include the TL modifier on claims for EIS-related services reported separately, and as instructed in the early intervention services (EIS) table at the end of this document.
Where should paper claims be sent?	During and after the transition period, claims should be sent to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
How can I start submitting electronic claims?	Instructions for Medicare-Medicaid Alignment Initiative provider claim submissions (both during and after the transition period): <ul style="list-style-type: none">• Go to Coverage and Claims – For Providers Humana• Choose “Claims submission”• Use payer ID 61101 for electronic claim submissions To access training materials through Availity Essentials™, visit Training & Education Availity . Log in to the Availity Essentials portal and access the “Help & Training” tab at the top left of the main home screen.
Can I receive payments via electronic funds transfer?	Yes. To set up or change electronic funds transfer/electronic remittance advice (EFT/ERA) with multiple payers, you may use a Council for Affordable Quality Healthcare (CAQH®) EFT/ERA Solution™. To learn more visit Electronic Claims Payment For Providers Humana .

Humana
Healthy Horizons®
in Florida

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.
757804FL0625 FLHKRJFEN0625

Question	Response
<p>What is a “clean claim?”</p>	<p>A clean claim can be processed without the need for investigation from the carrier or submission of additional information from the provider prior to adjudication. More information and examples can be found in the Humana Healthy Horizons in Florida Provider Manual at Education and training Humana Healthy Horizons in Florida.</p>
<p>What is Humana Healthy Horizons reimbursement?</p>	<p>All services included in EIS are reimbursed in accordance with the service policies and fee schedules as indicated in the EIS table at the end of this document.</p>
<p>Does Humana Healthy Horizons require authorization for services?</p>	<p>Humana requires an authorization for services in accordance with its Florida Medicaid Provider prior authorization and notification lists.</p> <p>Individual Family Service Plan</p> <p>If one of your services provided as an EIS requires an authorization (per the link above), Humana Healthy Horizons requires the service be listed on the individual family service plan (IFSP). You can submit the IFSP via secure email to HumanaFLMedicaidEIS@humana.com, through Availity Essentials, by calling our Clinical Intake team at 800-523-0023 or by faxing it to 833-286-9303.</p>
<p>What information do I need to provide to Humana Healthy Horizons?</p>	<p>You only need to provide an IFSP if a service you provide requires authorization (see previous section). In those instances, the following must be included on the IFSP:</p> <ul style="list-style-type: none"> • Member demographics • Member IFSP • IFSP plan of care (POC) begin and end date • Requesting provider demographics, including National Provider Identifier (NPI) and/or Tax Identification Number (TIN) • Treating therapy provider demographics including NPI and/or TIN • ICD-10 code(s)* • CPT® code(s)† • Number of units needed for the time duration of the POC: <ul style="list-style-type: none"> – 1 unit = 15 minutes increment; 4 units = 1 hour of therapy session <p>* ICD-10 stands for International Classification of Diseases, 10th revision. † CPT stands for Current Procedural Terminology</p>
<p>What are the credentialing requirements for this program?</p>	<p>To join Humana’s Early Steps network, Infant Toddler Development Specialist (ITDS) providers must be certified by the Florida Department of Health (DOH) as Early Steps providers and enrolled with the Agency for Health Care Administration as ITDS providers to receive Medicaid reimbursement. All other provider types require certification by Florida DOH as Early Steps providers and are subject to Humana’s credentialing process.</p>

Question	Response
What if I am affiliated with a capitated vendor network?	You must bill with your individual demographic information, TIN and the Early Steps taxonomy code to be reimbursed on a fee-for-service basis for EIS.
Where can I find Humana Healthy Horizons claims clearinghouse contact information?	<ul style="list-style-type: none"> • Availity Essentials — 800-282-4548 • Change Healthcare — 866-371-9066 • TriZetto® — 800-969-3666 • SSI Group — 800-820-4774 • Waystar® — 844-392-9782 <p>Note: Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.</p>
Whom can I contact at Humana Healthy Horizons for specific questions related to these services?	<p>Provider Services: 800-477-6931</p> <p>IFSP submissions/questions: HumanaFLMedicaidEIS@humana.com</p> <p>Provider contracting: EISProviderNetworkFL@humana.com</p> <p>Claims issues/questions: FLMedicaidResolution@humana.com</p>
How can I send emails securely to Humana Healthy Horizons	Please send all protected health information through Health Insurance Portability and Accountability Act (HIPAA)-compliant secure email. Providers registered through Availity.com can sign up for secure email through the Availity Essentials portal. To register for the Availity Essentials secure email, select the Resources tab and follow the prompts.
What is Humana Healthy Horizons' timeline for reimbursement?	Humana Healthy Horizons intends to process all claims within statutory requirements for paper and electronic submissions both during and after the transition period, and for any coordination of care for all members.

EIS table

Service	Coverage policy	Procedure code and modifier
Evaluation and screenings	59G-4.085 Early Intervention Services Coverage Policy	Per the Early Intervention Services Fee Schedule
Sessions	59G-4.085 Early Intervention Services Coverage Policy	Per the Early Intervention Services Fee Schedule
All other specialties as required by AHCA	59G-4.085 Early Intervention Services Coverage Policy	Per the Early Intervention Services Fee Schedule ; procedure codes must include the TL modifier