

## Network Notification – Florida Medicaid

**To:** Florida Medicaid healthcare providers  
**From:** Humana Healthy Horizons in Florida  
**Subject:** Electronic Visit Verification in Managed Care Mandatory by June 21  
**Effective date:** June 21, 2021

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As required by the federal 21<sup>st</sup> Century Cures Act, Medicaid home health claims must be submitted through Humana Healthy Horizon in Florida's electronic visit verification (EVV) vendor, HHAeXchange. Effective for dates of service beginning June 21, 2021, Humana Healthy Horizons in Florida will deny all claims for personal care services and home health services submitted outside HHAeXchange.

Claims for personal care services and home health services may only be processed outside of HHAeXchange on a case-by-case basis where there is a documented vendor system issue that prevents the healthcare provider from billing through HHAeXchange. When there are technical issues between healthcare providers and HHAeXchange, providers should:

- Notify Humana Healthy Horizons in Florida by completing an [HHAeXchange Technical Issue Ticket](#)
- Email Humana Healthy Horizons in Florida's Provider Resolution team at [FLMedicaidResolution@Humana.com](mailto:FLMedicaidResolution@Humana.com)

Upon receipt, Humana Healthy Horizons in Florida will review each technical issue case and determine if the claim is exempt from the denial.

[View the full policy transmittal.](#)

For questions regarding Humana Healthy Horizons in Florida's EVV, please call HHAeXchange at 855-400-4429.

For other questions or concerns, please call Provider Services at 800-477-6931, 8 a.m. - 8 p.m., Eastern time.