Humana
Healthy Horizons®
in Florida

Network Notification—Humana Healthy Horizons in Florida

Electronic visit verification thresholds and compliance timelines

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On Nov. 20, 2020, the Agency for Health Care Administration (AHCA) revised minimum electronic visit verification (EVV) thresholds and compliance timelines (Statewide Medicaid Managed Care Policy Transmittal: 2020-62). AHCA continued its EVV compliance evaluation based on these thresholds to determine when managed care organizations must begin denying noncompliant claims.

In accordance with this directive, effective for claims with dates of service on or after Dec. 4, 2020, Humana Healthy Horizons® in Florida denies provider claims submitted to the plan outside of HHAeXchange by those who submit less than 25% of their personal care services or home health services claims through HHAeXchange. The measurement of less than 25% EVV compliance is based on a quarterly historical look-back period.

Note: In accordance with AHCA guidelines, if it is determined that a provider has submitted less than 25% of claims to Humana Healthy Horizons via HHAeXchange, any submitted EVV claims not billed via HHAeXchange will be subject to this claim's denial until further notice. Denied claims can be resubmitted via HHAeXchange to be processed as corrected claims.

What does this mean for providers?

- Providers must submit all claims for personal care services and home health services in scope for EVV through HHAeXchange for processing.
- Providers with third-party EVV systems must send all visits to HHAeXchange for claims processing.
- Providers with third-party EVV systems who have failed to complete electronic data interchange (EDI) implementation must use HHAeXchange for visit confirmation and claim submission until EDI implementation is complete.
- Claims that are not submitted to Humana Healthy Horizons via HHAeXchange are subject to denial.

For additional information or to learn more, contact your provider representative or email FLMedicaidResolution@humana.com. Or visit HHAeXchange's Florida Information Center.