

# Provider Resource Guide

## Online self-service

A variety of provider materials and resources are available on the public website at [Humana.com/HealthyLA](https://www.humana.com/HealthyLA) (no registration required). Medicaid-specific materials, communications and quality resources can be found on our website including:

- Health and wellness programs
- Clinical practice guidelines
- Provider publications (including provider manual, newsletters, program updates)
- Pharmacy services
- Claim resources
- Quality resources
- What's new

## Healthcare providers who want to work with Humana Healthy Horizons online can register for Availity Essentials at no cost

Providers are encouraged to register for Availity Essentials™ at no cost. This secure, multipayer portal allows providers to interact securely with Humana Healthy Horizons® in Louisiana and other participating payers without learning to use multiple systems or remembering different usernames and passwords for each payer. Many tools available to Humana Healthy Horizons providers are accessible from Availity Essentials. To learn more, call Availity Essentials at 1-800-282-4548 or visit [Availity Essentials](https://www.availity.com/essentials). Availity Essentials lets you:

- Check eligibility and benefits
- Submit referrals and authorizations
- Submit claims and check status
- Receive remittance advice
- View member summaries
- Confirm/remedy overpayment
- Get electronic remittance advice (ERA) and set up electronic funds transfer (EFT)

Get paid faster and have your Humana Healthy Horizons claim payments deposited automatically with EFT and ERA. Visit [Humana.com/epaymentinfo](https://www.humana.com/epaymentinfo) for more information on EFT and ERA.

For help or more information regarding these self-service tools, call Provider Services at **1-800-448-3810**. For training opportunities, please visit [Humana.com/ProviderSelfService](https://www.humana.com/providerselfservice).

## Humana Healthy Horizons® in Louisiana

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

## Medicaid prior authorization list

Humana requires prior authorization for certain services to facilitate care coordination as well as to confirm the services are provided according to Louisiana Department of Health (LDH) coverage policies. To determine if prior authorization is required for a patient with Humana Healthy Horizons in Louisiana (Louisiana Medicaid) coverage, including provider-administered medication, healthcare providers should review the Humana Healthy Horizons in Louisiana Preauthorization and Notification List (PAL) online at [Humana.com/PAL](https://www.humana.com/PAL).

## Frequent contact information

Important contacts	Phone number Fax number (if applicable)	Hours of operation
Provider and member services	<b>1-800-448-3810</b>	Monday through Friday, 7 a.m. to 7 p.m.
TTY for the hard of hearing	<b>711</b>	
Medical and behavioral health prior authorization	<b>1-800-448-3810</b> <b>Fax:</b> <b>1-833-974-0059</b>	Monday through Friday, 7 a.m. to 7 p.m.
Care management	<b>1-800-448-3810</b>	Monday through Friday, 7 a.m. to 5 p.m.
Magellan Medicaid Administration pharmacy benefit manager (PBM)	<b>1-800-424-1664</b>	24 hours a day, 7 days a week
Provider-administered medication prior authorization	<b>1-866-461-7273</b>	Monday through Friday, 7 a.m. to 7 p.m.
Preferred Drug List (PDL) medication prior authorization	<b>1-800-424-1664</b> <b>Fax: 1-800-424-7402</b>	24 hours a day, 7 days a week
Claim payment inquiries	<b>1-800-448-3810</b>	Monday through Friday, 8 a.m. to 6 p.m.
Availity Essentials	<b>1-800-282-4548</b> <b>1-800-AVAILITY)</b>	Monday through Friday, 7 a.m. to 7 p.m., press 0 for live assistance
LDH—Louisiana Medicaid Customer Service Hotline	<b>1-888-342-6207</b> <b>(TTY: 1-800-220-5404)</b>	

Fraud, waste and abuse reporting	
Humana	<b>1-800-614-4126</b>
Louisiana Medicaid Fraud and Abuse Hotline	<b>1-800-488-2917 (TTY: 1-800-220-5404)</b>

## Contact us

Humana department	Contact information
Provider correspondence	Humana Attn: Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601
Provider claim dispute submissions	Humana Attn: Provider Complaints P.O. Box 14601 Lexington, KY 40512-4601  If there is a factual disagreement with a response, send an email with the reference number to <b>LAMedicaidProviderRelations@humana.com</b> .
Member grievances and appeals	Humana Healthy Horizons in Louisiana Attn: Grievance and Appeal Department P.O. Box 14546 Lexington, KY 40512-4546
Provider demographic changes	Medical providers: <b>LAMSPProviderIntake@humana.com</b> Behavioral health providers: <b>LABHMedicaid@humana.com</b>
Provider Relations	To reach a member of our local Provider Relations team, please visit <b>Humana.com/LAContactUs</b> .

## Other network information

Required networks/vendor name	Phone number
DentaQuest—Dental	<b>1-800-508-6785</b>
Superior—Vision	<b>1-800-504-3800</b>
MediTrans—Nonemergency transportation vendor	<b>1-844-613-1638</b>

# Claims

Coverage type	Claim information
Medical	<p><b>Humana payer IDs</b> Claims: 61101 Encounters: 61102</p> <p><b>Submit claims directly and at no cost through Availity Essentials.</b></p> <p><b>File paper claims by mail to:</b> Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601</p> <p><b>File paper encounters by mail to:</b> Humana Claims Office P.O. Box 14605 Lexington, KY 40512-4605</p>
Behavioral health	<p><b>Humana payer IDs</b> Claims: 61101 Encounters: 61102</p> <p><b>Submit claims directly and at no cost through Availity Essentials.</b></p> <p><b>File paper claims by mail to:</b> Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601</p>
Acupuncture	<p><b>Humana payer IDs</b> Claims: 61101</p> <p><b>Submit claims directly and at no cost through Availity Essentials.</b></p> <p><b>File paper claims by mail to:</b> Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601</p> <p><b>File paper encounters by mail to:</b> Humana Claims Office P.O. Box 14605 Lexington, KY 40512-4605</p>


# Member ID card samples

## LA Medicaid card

**Humana Healthy Horizons. in Louisiana**  
 A Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.

**MEMBER NAME**  
**Member ID: HXXXXXXXXX**

Effective Date: XX/XX/XX  
 RxGRP: N/A  
 RxBIN: 610514  
 RxPCN: LOUIPROD



Please present this card each time before you receive medical care except in an emergency. In case of emergency, call 911 or go to the closest emergency room.

**Member/Provider Services & Grievances: 1-800-448-3810**

Member Transportation Services: 1-844-613-1638  
 24-Hour Nurse Advice Line: 1-800-448-3810  
 24-Hour Behavioral Health Crisis Line: 1-844-461-2848  
 Member Reporting Medicaid Fraud: 1-800-488-2917  
 Pharmacy Prior Authorization: 1-866-730-4357  
 Pharmacist Rx Inquiries: 1-800-648-0790  
 Member Pharmacy Help Desk: 1-800-437-9101

TTY, call 711 | Please visit us at: [Humana.com/HealthyLouisiana](http://Humana.com/HealthyLouisiana)  
 Please mail claims to or go to [Availity.com](http://Availity.com)

**Humana Claims, P.O. Box 14601, Lexington, KY 40512-4601**


**Humana Healthy Horizons. in Louisiana**  
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**MEMBER NAME**  
**Member ID: HXXXXXXXXX**

Effective Date: XX/XX/XX  
 RxGRP: LAMCOPBM  
 RxBIN: 025986  
 RxPCN: 1214172240

PCP Name: XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
 PCP Office/24 Hour Number: XXX-XXX-XXXX  
 PCP Address: XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Magellan Medicaid Administration



Please present this card each time before you receive medical care except in an emergency. In case of emergency, call 911 or go to the closest emergency room.

**Member/Provider Services & Grievances: 1-800-448-3810**

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 Member Pharmacy Help Desk: 1-800-424-1664  
 Pharmacy Prior Authorization: 1-800-424-1664

TTY, call 711 | Please visit us at: [Humana.com/HealthyLouisiana](http://Humana.com/HealthyLouisiana)  
 Please mail claims to or go to [Availity.com](http://Availity.com)

**Humana Claims, P.O. Box 14601, Lexington, KY 40512-4601**  
**Magellan Rx Claims, 11013 W. Broad St., Suite 500, Glen Allen, VA 23060**

**Please note:** This PDF meets state/compliance guidelines and could be subject to change at any time. Notification will be communicated if compliance guidelines change.

## Humana Healthy Horizons clearinghouse information—electronic data interchange

The following are some of the many clearinghouses offering services to healthcare providers. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.

Clearinghouse vendor name	
Availity Essentials	
TriZetto	
Waystar	
Change Healthcare	
SSI Group	

Humana payer ID	
Fee-for-service (FFS) claims	61101
Encounter claims	61102

## Annual compliance training

Humana Healthy Horizons supports healthcare providers in their efforts to provide care to patients with Medicaid coverage by offering training materials to help them meet state and federal compliance requirements.

There are a variety of materials available, including:

- Humana Healthy Horizons provider orientation and training
- Health, safety and welfare training
- Cultural competency training
- General compliance and fraud, waste and abuse training

More information is available on Humana Healthy Horizon's website at [Humana.com/HealthyLA](https://www.humana.com/HealthyLA) by choosing the "Training materials" tab or at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance).

## Covered services

Humana Healthy Horizons, through its contracted providers, is required to arrange for the following medically necessary services for each patient:

- 23-hour observation for behavioral health
- Allergy testing and allergen immunotherapy
- Ambulatory surgical services
- Anesthesia
- Applied behavioral analysis therapy (age 0–20)
- Audiology services
- Bariatric surgery
- Breast surgery
- Chimeric antigen receptor (CAR) T-cell therapy
- Chiropractic services (age 0–20)
- Cochlear implant (age 0–20)
- Coordinated system of care (CSoC)
- Dental services—emergency
- Diabetes self-management training
- Doula services
- Durable medical equipment, prosthetics, orthotics and certain supplies
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services (age 0–20)
- Emergency services
- End-stage renal disease services
- Eye care and vision services
- Family planning services
- Federally Qualified Health Center (FQHC)/Rural Health Clinic (RHC) services
- Freestanding psychiatric hospitals for adults
- Genetic counseling and testing

- Glasses, contacts and eyewear
- Gynecologic services
- Home health extended services (age 0–20)
- Home health services
- Hospice services
- Hospital services
  - Inpatient hospital services
  - Outpatient hospital services
- Hyperbaric oxygen therapy
- Injection services provided by licensed nurses
- Immunizations
- Intrathecal baclofen therapy
- Laboratory and radiology services
- Licensed practitioner outpatient therapy
- Medical transportation services
- Mental health intensive outpatient program (IOP)
- Newborn care and discharge
- Obstetrics
- Opioid treatment program
- Pediatric day healthcare services (age 0–20)
- Personal care services (age 0–20)
- Pharmacy services
- Podiatry services
- Preventive services for adults (age 21 and older)
- Provider-administered medication
- Provider/professional services
- Psychiatric residential treatment facilities (PRTFs)
- Remote patient monitoring
- Routine care provided to members participating in clinical trials
- Skilled nursing facility care
- Sterilization
- Telemedicine/telehealth
- Therapeutic group homes (TGHs)
- Therapy services
- Tobacco cessation services
- Vagus nerve stimulators

## Humana Healthy Horizons' value-added benefits

Value-added benefits (VABs) are those services offered by Humana Healthy Horizons and approved in writing by LDH that are not otherwise covered or that exceed limits outlined in the Louisiana Medicaid plan and fee schedules. These services are in excess of the amount, duration and scope of those services listed above. Humana's VAB programs include:

- Convertible car seat or portable crib
- Dental (ages 21 and older)
- Disaster preparedness meals
- Drowning prevention classes (age 0–21)
- GED testing (age 16 and older)
- Home-based interventions for asthma
- Housing assistance (age 21 and older)
- Membership to the Y
- Newborn circumcision (age 0 to 12 months)
- Nonmedical transportation (NMT) (age 18 and older)
- Nonemergency medical transportation (NEMT) (age 18 and older)
- Over-the-counter (OTC) pharmacy allowance
- Pain management alternatives—acupuncture services (age 21 and older)
- Post-discharge meal
- Respite care for the homeless program (males age 18 and older)
- Smartphone services
- Sports physicals (age 6–18)
- Tobacco and vaping cessation coaching (age 12 and older)
- Vision services (age 21 and older)
- Weight management coaching (age 12 and older)

## Pharmacy

Humana Healthy Horizons members get prescription drug coverage through the Magellan Medicaid Administration PBM. Our members must use only Magellan's network pharmacies to get medications under the pharmacy benefit. To search if a pharmacy/drug is covered, visit [Magellan's website](#).

### Pharmacy processing information:

- Bank identification number (BIN): 025986
- National Council for Prescription Drug Programs (NCPDP) version/release number: D.0
- Processor Control number: 1214172240
- Group ID: LAMCOPBM

### Magellan Medicaid Administration pharmacy call center (available 24 hours a day, 7 days a week, 365 days a year):

- Member and Pharmacy Help Desk phone number: **1-800-424-1664**
- Pharmacy prior authorization phone number: **1-800-424-1664**
- Fax number: 1-800-424-7402

A prior authorization may be electronically submitted through [CoverMyMeds®](#).