



Humana Healthy Horizons in Florida Managed Medical Assistance HIV/AIDS Quick Guide

HIV/AIDS

Humana Healthy Horizons® in Florida is pleased to offer an HIV/AIDS specialty plan. Members enrolled in the HIV/AIDS specialty plan must be diagnosed with HIV or AIDS. Copayments for serious mental illness (SMI) base benefits for members age 21 and older are waived as an expanded benefit. You must complete formal training and verify completion of training in the use of evidence-based assessment tools, instruments and techniques for identifying individuals with unmet health needs.

HIV counseling and testing

If you are a provider attending female members for prenatal care, you must provide all female members of childbearing age with HIV counseling and offer them HIV testing.

- In accordance with Florida law, you should offer all pregnant female members counseling and HIV testing at the initial prenatal care visit and again at 28 and 32 weeks.
- You must attempt to obtain a signed objection if a pregnant female member declines an HIV test.
- All pregnant female members who are HIV-positive should be counseled about and offered the latest antiretroviral regimen recommended by the U.S. Department of Health and Human Services (HHS).
- You must screen all pregnant female members receiving prenatal care for the hepatitis B surface antigen (HBsAg) during the first prenatal visit.
- You must perform a second HBsAg test between 28 and 32 weeks of pregnancy for all pregnant female members who tested negative at the first prenatal visit and are considered high-risk for hepatitis B infection. This test should be performed at the same time other routine prenatal screening is ordered.
- All HBsAg-positive female members should be reported to the local community health department (CHD) and to Healthy Start, regardless of their Healthy Start screening score.

You should ensure infants born to HBsAg-positive members receive hepatitis B immune globulin (HBIG) and the hepatitis B vaccine once they are physiologically stable, preferably within 12 hours of birth, and should complete the hepatitis B vaccine series according to the recommended vaccine schedule established by the Child and Adolescent Immunization Schedule by Age | Vaccines & Immunizations | CDC (<https://www.cdc.gov/vaccines/hcp/imz-schedules/child-adolescent-age.html>).

Humana Healthy Horizons® in Florida

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

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Recommended Childhood Immunization Schedule for the U.S.:

- You should test infants born to HBsAg-positive members for HBsAg and hepatitis B surface antibodies (anti-HBs) six months after the completion of the vaccine series to monitor the success or failure of the therapy.
- You must report a positive HBsAg result in any child age 24 months or younger to the local CHD within 24 hours of receipt of the positive test results.
- You should ensure infants born to members who are HBsAg-positive are referred to Healthy Start, regardless of their Healthy Start screening score.

You should report to the perinatal hepatitis B prevention coordinator at the local CHD all prenatal or postpartum members who test HBsAg-positive. You should also report said members' infants and contacts to the perinatal hepatitis B prevention coordinator at the local CHD.

You should report the following information about the mother:

- | | |
|-----------------|---|
| • Name | • Laboratory test performed |
| • Date of birth | • Date the sample was collected |
| • Race | • Due date or estimated date of conception |
| • Ethnicity | • Whether the member received prenatal care and immunization dates for infants and contacts |
| • Address | |
| • Contacts | |

Providers should use the perinatal hepatitis B Practitioner Disease Report Form (DH Form 2136, at https://floridahealth.gov/diseases-and-conditions/disease-reporting-and-management/_documents/practitioner-disease-report-form.pdf) for reporting purposes.

For more information, please review the U.S. Department of HHS, Public Health Service Task Force report entitled Recommendations for the Use of Antiretroviral Drugs in Pregnant HIV-1 Infected Women for Maternal Health and Interventions to Reduce Perinatal HIV Transmission in the U.S. (<https://npin.cdc.gov/publication/recommendations-use-antiretroviral-drugs-pregnant-hiv-1-infected-women-maternal-health>).

Primary care providers (PCPs) must maintain all documentation of Healthy Start screenings, assessments, findings and referrals in the members' medical records.

Humana Healthy Horizons requires providers to provide care for members with HIV, AIDS and SMI in accordance with the most recent clinical practice guidelines for the treatment of these conditions. PCPs should use approved assessment instruments for treatment of specialty conditions, including HIV, AIDS and SMI. Visit the Humana Healthy Horizons in Florida provider training materials website (Provider.humana.com/medicaid/florida-medicare/compliance-training-materials) for additional information about approved assessment instruments.

Recommendations for the Use of Antiretroviral Drugs in Pregnant HIV-1 Infected Women for Maternal Health and Interventions to Reduce Perinatal HIV Transmission in the U.S.

Case management/care coordination

Email the statewide Care Management Referral team at FL_MMA_CM_Referrals@humana.com.

Call the Humana Healthy Horizons in Florida Clinical team at **800-229-9880**, Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time.

Provider relations and other helpful contacts

Provider Relations

Contact your local provider relations representative:

- Email: **FLMedicaidPR@humana.com**

Call centers and websites

- Provider/member call center: **800-477-6931**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Pharmacy call center: **800-555-2546**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time
- Humana Healthy Horizons in Florida provider website: **Humana.com/HealthyFL**
- Humana Healthy Horizons Provider Resource Guide: **Humana Healthy Horizons Provider Resource Guide**
- Pharmacy website: **Humana.com/FLPharmacy**

Clinical contacts

- Case management: **888-932-7732**
- 24-hour nurse advice line: **800-477-6931**, 24 hours a day, seven days a week

Availity provider portal

- Web: Humana Healthy Horizons' Learn about Availity website (**Provider.humana.com/working-with-us/self-service-portal**) and Availity Essentials' sign in page (**<https://apps.availity.com/web/onboarding/availability-fr-ui/?goto=https%3A%2F%2Fapps.availity.com%3A443%2Fweb%2Fonboarding%2F#/login>**).

Claims

Humana Healthy Horizons— Managed Medical Assistance (MMA)	Humana Healthy Horizons —Long-term care (LTC)	Humana Claims Overpayment
Humana Claims Office P.O. Box 14601 Lexington, KY 40512	Claims Department P.O. Box 14732 Lexington, KY 40512-4601	P.O. Box 931655 Atlanta, GA 31193-1655

Provider complaints

Humana Healthy Horizons
Provider Correspondence
P.O. Box 14601
Lexington, KY 40512-4601

800-477-6931 Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Provider reconsiderations

Provider Grievances and Appeals
Humana Attn: Provider Reconsiderations
P.O. Box 14546
Lexington, KY 40521-4546

Clearinghouse information

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.

- Availity Essentials—preferred LTC vendor: www.availity.com or 800-282-4548, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Waystar®/ZirMed®: www.waystar.com or 844-692-9782
- TriZetto: www.trizetto.com or 800-556-2231
- The SSI Group: <https://thessigroup.com> or 800-881-2739

Humana Healthy Horizons payer IDs

Fee-for-service claims: 61101

Encounter claims: 61102

Humana Healthy Horizons links

- Find a provider: Finder.humana.com/finder/medical?customerId=1
- Provider homepage: Humana.com/HealthyFL
- Member homepage: Humana.com/HealthyFlorida
- Prior authorization list: Provider.humana.com/coverage-claims/prior-authorizations/prior-authorization-lists
- Expanded benefits: Humana.com/FloridaBenefits

Provider training and education

Providers are required to complete formal training and verify completion of training in the use of evidence-based assessment tools, instruments and techniques for identifying individuals with unmet health needs. The training and screening tool(https://assets.humana.com/is/content/humana/Addressing_Social_Determinants_of_Health_SDOH_physician_quick_guidepdf) is available to you online. Additional training on topics, including HIV/AIDS, is available via Relias to help you treat Humana Healthy Horizons members with HIV/AIDS.

As a provider treating members with HIV/AIDS, you are required to complete formal training and verify completion of training in the use of evidence-based assessment tools, instruments and techniques for identifying individuals with unmet health needs. To access the training and screening tool, please visit https://assets.humana.com/is/content/humana/Addressing_Social_Determinants_of_Health_SDOH_physician_quick_guidepdf.

Provider contracting and credentialing

Provider contracting

Contracting opportunities:

- Email: RequestToJoin@humana.com
- Provider updates: Contact your provider contracting representative.

Provider credentialing

- Email questions to: Credentialinginquiries@humana.com

Florida Agency for Health Care Administration (AHCA) provider enrollment

- Agency Provider Enrollment Policy (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)
- Provider enrollment helpline: **800-289-7799, option 4**; 8 a.m. – 5 p.m., Eastern time
- Provider enrollment references and training (https://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Training/tabId/46/Default.aspx?desktopdefault=%20)

Nonemergency transportation

Modivcare nonemergency transportation contact information

Modivcare phone number/ reservation line	Phone: 866-779-0565
Hours of operation	Monday – Friday, 8 a.m. – 5 p.m., Eastern time
Transportation covered	Nonemergency medical transportation: Ambulatory, wheelchair, stretcher van, mass transit (Does not include emergency ambulance services)
After-hours	Phone: 866-779-0565
Ride assistance	Florida Medicaid Ride Assistance (Where's My Ride?) 866-799-0565 , 24 hours a day, seven days a week
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
Escalations	Phone: 800-477-6931 , Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Access Behavioral Health (ABH) – Region A

Provider inquires	Phone: 866-477-6725 , Monday – Friday 8 a.m. – 5 p.m., Eastern time Email: abhinfo@lifeviewgroup.com
Referral support	Phone: 866-477-6727 , 8 a.m. – 5 p.m., Eastern time Email: abhreferral@lifeviewgroup.org
Claims	Phone: 850-469-3631 Email: abhbilling@lifeviewgroup.org Access Behavioral Health Attn: Claims 1221 W Lakeview Ave. Pensacola, FL 32501
Grievances and Appels (G&A)	Email: ABHQualityDepartment@lifeviewgroup.org
Authorization support	Phone: 866-477-6725 Email: abhreferral@lifeviewgroup.org

Crisis line	<p>Crisis Line: 988</p> <p>The Mobile Response Team (MRT) provides 24/7 intervention and support and is available to respond within 60 minutes via telephone triage or in person.</p> <ul style="list-style-type: none"> • Lakeview Center MRT (866-517-7766) serves Escambia, Santa Rosa, Okaloosa and Walton counties. This number is available on the Lakeview Center website. • Life Management Center MRT (850-522-4485) serves Bay, Calhoun, Gulf, Homes, Jackson and Washington counties. • Apalachee Center MRT (800-342-0774) serves Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla counties.
Website/links	<ul style="list-style-type: none"> • ABH provider resources: https://abhfl.org/provider-resources • ABH provider handbook: https://abhfl.org/wp-content/uploads/2023/04/ABH-Provider-Handbook-d070b2a.pdf • About inpatient hospital admissions and more: https://abhfl.org/information-for-providers
Carelon Behavioral Health – Region B-I	
Provider inquiries	<p>Phone: 800-397-1630, 8 a.m. – 8 p.m., Eastern time</p> <p>Email: Provider.Relations.FL@carelon.com</p>
Referral support	Email: BH_CM@carelon.com
Claims	<p>Carelon Behavioral Health P.O. Box 1870 Hicksville, NY 11802-1870</p> <p>Phone: 888-778-4651</p>
G&A	<p>Carelon Behavioral Health P.O. Box 1872 Hicksville, NY 11802-1872</p>
Authorization support	Call the number on the back of the member’s card.
Crisis line information	988
Websit/links	<p>Provider Contact Information</p> <ul style="list-style-type: none"> • www.carelonbehavioralhealth.com/providers/contact-us • www.carelonbehavioralhealth.com/about-us • www.carelonbehavioralhealth.com/providers/resources • www.carelonbehavioralhealth.com/providers/resources/provider-toolkit • www.carelonbehavioralhealth.com/providers/resources/medical-necessity-criteria • www.carelonbehavioralhealth.com/providers/resources/clinical-practice-guidelines