



Humana Healthy Horizons in Florida

Long-Term Care

Home health provider quick guide

Humana Healthy Horizons® in Florida home health providers should use the enrollment questionnaire (<https://www.cognitofrms.com/HHAeXchange1/FLHHAeXchangeProviderPortalAgencyRegistration>) to enroll in HHAeXchange. Many training resources are available through the training on the HHAeXchange website (<https://www.cognitofrms.com/HHAeXchange1/FLHHAeXchangeProviderPortalAgencyRegistration>).

Electronic visit verification must be above 85% monthly to stay in compliance with the Agency for Health Care Administration (AHCA) mandate. If for any reason the home health agency has any difficulties implementing this due to connection issues, contact the provider engagement associate in your area to help with offline mode and phone instructions.

For HHAeXchange issues or help, please go directly to HHAeXchange client support portal (<https://haxsupport.atlassian.net/servicedesk/customer/user/login?destination=portals>) and utilize the ticketing system.

If a single case agreement or Letter of Agreement (LOA) is provided, please adjust your rate within HHAeXchange to submit your claims for the higher contracted rate amount. After the single case agreement or LOA expires, please make sure the rates are changed back to your contracted rates.

HHAeXchange contact information: **855-400-4229**

Home health billing guidance

Please follow the authorization's schedule set by the care manager and member. If the schedule needs to be changed, contact the care manager immediately. Variance in the schedule may prevent correct reimbursement. If an active member appears to be inactive, contact the authorization department, which can be found on the managed care organization communication tab. If a member's demographics appear inaccurate, please work with the member's care manager to get the information updated.

Services are in 15-minute increments; one hour will reflect as four units on the authorization. Please note there are services reimbursed by visits. All services should be billed on a daily date span (e.g., T1019 DOS 1/1/2024 to 1/1/2024 number of units on that day). A claim cannot have overlapping months or a different date span within the same payment line.

Humana Healthy Horizons® in Florida

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

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Reimbursement billing units:

Code	Service	Reimbursement billing unit
S5130	Homemaking services	15-minute increments
S5135	Adult companion	15-minute increments
S5150	Respite in home	15-minute increments
T1019	Personal care	15-minute increments
T1021	Bath visit	Visit
T1022	Live-in daily	Per diem
S5125	Attendant care	15-minute increments
T1502	Medication administration, administration of oral, intramuscular and/or subcutaneous medication	Visit
T1503	Medication administration, administration of medication other than oral and/or injectable	Visit
H2010	Medication management, comprehensive medication services	15-minute increments
97802	Nutritional assessment/risk reduction services	15-minute increments
T1002	Intermittent/skilled nursing—registered nurse	15-minute increments
T1003	Intermittent/skilled nursing—licensed practical nurse	15-minute increments
T1030	Nursing care, in the home—registered nurse	Per visit
T1031	Nursing care, in the home—licensed practical nurse	Per visit
S5110	Caregiver training (group)	15-minute increments
97537	Caregiver training (individual)	15-minute increments
97161	Physical therapy evaluation—low complexity	Visit
97162	Physical therapy evaluation—moderate complexity	Visit
97163	Physical therapy evaluation—high complexity	Visit
97164	Physical therapy reevaluation	Visit
97110 HM	Physical therapy treatment visit provided by physical therapy assistant	15-minute increments
97110	Physical therapy visit (member over 21)	15-minute increments
97542 GP	Wheelchair evaluation and fitting by physical therapy	Visit
97165	Occupational therapy evaluation—low complexity	Visit
97166	Occupational therapy evaluation—moderate complexity	Visit
97167	Occupational therapy evaluation—high complexity	Visit
97168	Occupational therapy reevaluation	Visit
97530 HM	Occupational therapy treatment visit provided by occupational therapy assistant	15-minute increments
97530	Occupational therapy treatment visit	15-minute increments
97542 GO	Wheelchair evaluation and fitting by occupational therapy	Visit
92521	Evaluation/reevaluation of speech fluency	Visit
92522	Evaluation/reevaluation of speech sound production (e.g., articulation, phonological process, aphasia, dysarthria)	Visit

Code	Service	Reimbursement billing unit
92523	Evaluation/reevaluation of speech sound production (e.g., articulation, phonological process, aphasia, dysarthria) with evaluation of language comprehension and expression (e.g., receptive and expressive language)	Visit
92524	Evaluation/reevaluation of behavioral and qualitative analysis of voice and resonance	Visit
92610	Evaluation of oral and pharyngeal swallowing function	Visit
92507 HM	Speech therapy visit provided by speech therapy assistant	Visit
92507	Speech therapy visit	Visit
S5180	Respiratory therapy, evaluation home health (HH)	Visit
99503	Respiratory therapy, treatment regular (member over 21)	Visit
99504	Respiratory therapy, treatment mechanical vent care	Visit

Important contact information

Department	Contact information
Provider Relations	Contact your local provider relations representative Email: FLMedicaidPR@humana.com Phone: 888-998-7735 (TTY: 711) , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Member Services	888-998-7732 (TTY: 711) , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Pharmacy	800-555-2546 (TTY: 711) , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Humana Healthy Horizons provider website	Provider.Humana.com/medicaid/florida-medicaid
Pharmacy website	Provider.Humana.com/medicaid/florida-medicaid/pharmacy-materials
Humana long-term care	
Case management	888-998-7732 (TTY: 711) , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
24-hour nurse advice line	800-477-6931
Claim	
Availity Essentials™	Web: Provider.humana.com/working-with-us/self-service-portal and www.availity.com Phone: 800-282-4548 , Monday– Friday, 8 a.m. – 8 p.m., Eastern time
Humana Healthy Horizons Managed Medical Assistance	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601

Department	Contact information
Claim	
Humana Healthy Horizons Long-Term Care	Claims Department P.O. Box 14732 Lexington, KY 40512-4601
Humana claims overpayment	Humana Claims Overpayment PO. Box 931655 Atlanta, GA 31193-1655
Provider complaints	Humana Healthy Horizons Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601 Phone: 800-477-6931 , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Provider grievances and appeals	Humana Attn: Provider Reconsiderations P.O. Box 14546 Lexington, KY 40521-4546

Clearinghouse information

Clearinghouse	Website	Phone
Availity Essentials—Preferred long-term care vendor	www.availity.com	800-282-4548
Waystar®/ZirMed®	www.waystar.com	844-692-9782
TriZetto®	www.trizetto.com	800-556-2231
The SSI Group	www.thessigroup.com	800-881-2739

Humana fee-for-service payer ID: 61115

Helpful Humana Healthy Horizons links

- Find a doctor: Humana.com/FindADoctor
- Provider homepage: Provider.Humana.com/medicaid/florida-medicaid
- Member homepage: Humana.com/HealthyFlorida
- Prior authorization lists (PALs):
Provider.humana.com/coverage-claims/prior-authorizations/prior-authorization-lists
- Expanded benefits: Humana.com/FloridaBenefits

Provider training and education

The Centers for Medicare & Medicaid Services (CMS) and state Medicaid contracts mandate that all Humana-contracted healthcare providers complete compliance program requirements each year. Please visit [Provider.Humana.com/medicaid/florida-medicaid/education-materials](https://www.provider.humana.com/medicaid/florida-medicaid/education-materials) for more information.

Provider contracting and credentialing

Contracting opportunities:

- Email: LTCNetworkRequests@humana.com

Credentialing:

- Email: CredentialingInquiries@humana.com

AHCA provider enrollment:

- Agency Provider Enrollment Policy
([Provider.humana.com/medicaid/florida-medicaid/education-materials](https://www.provider.humana.com/medicaid/florida-medicaid/education-materials))
- Provider enrollment website
(https://portal.flmmis.com/flpublic/Provider_ProviderServices/Provider_Enrollment/tabid/42/desktopdefault/+/Default.aspx)
- Provider enrollment references and trainings
(https://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Training/tabId/46/Default.aspx?desktopdefault=%20)
- Provider enrollment helpline: 800-289-7799, option 4

Nonemergency transportation contact information

Modivcare nonemergency medical transportation (NEMT)	Contact information
Modivcare/reservation line	866-779-0565, Monday – Friday, 8 a.m. – 5 p.m., Eastern time
Transportation covered	NEMT: <ul style="list-style-type: none">• Ambulatory• Wheelchair• Stretcher van• Mass transit Does not include emergency ambulance services
After-hours call line	866-779-0565
Florida Medicaid ride assistance	Where's My Ride: 866-779-0565
Reservations	Reservations need to be made at least 72 hours in advance and no more than 30 days prior to the appointment.
Billing	800-930-9060
Escalations	Contact Humana Healthy Horizons