



Florida New Horizon Provider Newsletter

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Humana
Healthy Horizons®
in Florida

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

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Use online preauthorization for significantly faster decisions

For select services on Humana's preauthorization list, providers and their staff can get faster approvals by answering a few clinical questions online. If all necessary criteria are met, Humana delivers an immediate approval.

Save time by having relevant clinical information from the patient's chart handy before starting your preauthorization submission, including:

- Requesting/servicing provider and/or facility
- Patient symptoms and duration
- Prior diagnostic tests and results
- Patient medications/duration
- Relevant prior treatments or other clinical findings

Find Humana's current preauthorization lists at [Humana.com/PAL](https://www.humana.com/PAL).

Learn more about preauthorization automation on [Availity Essentials™](#).

Making It Easier is a library of tools and resources designed to simplify your business interactions with Humana.



Patients can earn rewards for screenings with Go365 for Humana Healthy Horizons

Encourage your patients to get their annual screenings because good health has its own reward. Preventive screenings give your Humana Healthy Horizons-covered patients peace of mind, and most are available at no cost. Your patients can also earn rewards for taking healthy actions such as these through Go365 for Humana Healthy Horizons®.

If the patient already has a **MyHumana** account, they can use the same login information to access Go365 for Humana Healthy Horizons, after downloading the app from the App Store® or Google Play® on a mobile device*.

Once they have the Go365 for Humana Healthy Horizons app, they can start earning rewards.

The following activities each can earn patients \$20 in rewards per year:

- Adult wellness visit
- Colorectal cancer screening
- Mammogram

- Cervical cancer screening
- Pediatric wellness visits

For each eligible Go365 activity completed, they can earn rewards and then redeem the rewards for gift cards in the Go365 in-app mall. Rewards earned through Go365 have no cash value and must be earned and redeemed prior to the reward expiration date.

* All product names, logos, brands and trademarks are property of their respective owners, and any use does not imply endorsement.



Peer-to-peer conversations offer an opportunity to discuss requested services for a patient

Peer-to-peer (P2P) conversations help ensure that a patient receives appropriate and medically necessary services. But there are also provider benefits, including multidisciplinary collaboration, enhanced quality of care and reduced risk.

Most Humana Healthy Horizons denials result from incomplete information about the specific requested service and/or missing clinical information. After the patient is advised via a notification letter of an adverse prior authorization determination, a P2P conversation between the physician ordering the services and a board-certified, licensed Humana medical director is offered.

These conversations are intended to provide an opportunity to discuss the services being requested for the patient and the clinical rationale for this treatment.

A P2P conversation may or may not be specialty matched. Not to be confused with a medical peer conversation, the P2P conversation is a telephone call between a licensed Humana Healthy Horizons physician and the physician or other healthcare professional requesting authorization for coverage.



Inform patients of after-hours care options

When patients know where to get the right care outside your regular operating hours, it can save them time and speed up their recovery.

Communicating with patients about how they can find after-hours care information can help them make the most appropriate decision for the type of care they need. Providers can use an answering machine message, answering service, office website or in-office visits to convey this information.

Tips for answering machine messages:

- Describe services your practice provides, such as virtual care.

- Detail options for nonemergency needs.
- Advise patients on what they should tell another provider after hours or on weekends.
- Address how and when to contact you if your patient was seen by another provider so you can provide appropriate follow-up care.
- Advise patients to call 911 or go to the nearest emergency room (ER) in cases of medical emergency.

When appropriate, patients can receive convenient, fast and lower-cost care when they choose an urgent care facility over a visit to the ER.

If patients experience any of the following, they should be advised to go to the ER:

- Accident or fall that threatens life or limb
- Chest pains
- Difficulty breathing
- Serious burns
- Stroke symptoms, such as paralysis, sudden loss of vision or inability to speak
- Sudden and severe pain
- Uncontrolled bleeding or open wound

If patients need live, individual support and/or telephonic triage, they can call Humana Healthy Horizons' nurse line. The phone number is located on the back of their member ID card, and help is available 24 hours a day, 7 days a week.

Patients can also find a provider or urgent care center by using the online **Find a doctor tool**.



Humana and MGMA assess artificial intelligence adoption in the value-based era

Is artificial intelligence (AI) accelerating the shift to value or just making healthcare better at fee for service practices?

The Medical Group Management Association, the premier association for professionals who lead medical practices (MGMA), and Humana recently surveyed healthcare leaders about their perceptions and implementation of AI solutions in their organizations, including motivations for and barriers to AI adoption, governance and important factors for organizational buy in.

Access the research findings and related AI content from MGMA on their **webpage**.



Take advantage of Humana's Making It Easier series resources

Making It Easier is a series of educational presentations about Humana Healthy Horizons claim payment policies and processes.

Humana also hosts interactive webinars designed to help healthcare providers interact with us more easily and work with us via **Availity Essentials**.

Please visit the **provider web-based training and resources webpage** to learn more. Video presentations on dozens of topics of interest can be accessed via the **Making It Easier webpage**. Additional Humana Making It Easier content can be accessed in the Humana Payer Space under the Resources tab on **Availity Essentials**.

To receive notifications whenever we add or update content, subscribe via the Stay Connected box on the **Making It Easier webpage**.