

Provider training opportunities



New provider orientation

Links to training and other helpful information can be found at [Provider education and training | Humana Healthy Horizons in Florida](#). This is an overview of Humana Healthy Horizons® in Florida's comprehensive Medicaid plan. All providers must complete this required compliance training within the first 30 days of becoming a credentialed provider. Sessions are held every 2 weeks on Thursdays. Visit the [new provider orientation](#) registration page, and select your preferred date.

HHAEExchange training

This training session assists providers in setting up and billing their claims via HHAEExchange. Sessions are held the second Thursday of every month. Visit the [HHAEExchange overview](#) registration page, and select your preferred date.

Availity Essentials training

Select the title of the training topic you would like to attend and register.
All sessions are held from 3 – 4 p.m., Eastern time.

Availity Essentials™ authorization/roster information and general questions: This training session discusses the Availity Essentials authorization and referral submission tools and Humana Healthy Horizons' authorization management tool. Also discussed are how to manage roster issues and how to file a claim without authorization on file. Sessions are held the first Tuesday of every month. Visit the [Availity Essentials authorization and roster issues and general questions](#) registration page, and select your preferred date.

Availity Essentials claim/payment information and general questions: This training session discusses claim-related tools available at Availity Essentials, including the claim status tool, remittance inquiry, electronic remittance advice (ERA)/electronic funds transfer (EFT) and overpayments. Time will be granted for questions on any Availity Essentials topic. Sessions are held the third Tuesday of every month. Visit the [Availity Essentials claims and payment information and general questions](#) registration page, and select your preferred date.

Availity Essentials training and general questions in Spanish: This is an overview of Availity Essentials, including initial user access, authorization, claims and payments. Sessions are held the fourth Wednesday of every month. Visit the [Availity Essentials Spanish language](#) registration page, and select your preferred date.

Please send any training suggestions or questions to FLMedicaidPR@humana.com.