Humana Billing Rules for Medicaid ID, NPI, Taxonomy, and Address Validation for Claims

This document provides guidance regarding requirements for Florida Medicaid claim submissions to Humana Healthy Horizons® in Florida. Although this guidance follows rules set forth by the Agency for Health Care Administration (AHCA) for dates of service on or after March 1, 2022, Humana Healthy Horizons is allowing additional time for providers to update their Provider Master List (PML), effective for dates of service on or after Aug. 1, 2022.

If you have specific claims questions, please email **FLMedicaidResolution@humana.com** or call Provider Services at **800-477-6931**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Billing a claim

You must bill information on your claim as it appears on the AHCA PML:

- To review how your information appears on the PML, please refer to **Registration | Florida Medicaid web portal**. Open the PML spreadsheet and search your National Provider Identifier (NPI).

Please review the information below:

- Including taxonomy is very important. In most submissions, adjudication is dependent on the NPI* and Taxonomy Code* combination on the PML.
- Ensure the billing address for physician group submissions matches the Service Location Address 1* field on the PML.
- Verify that the billing ZIP+4 matches the Service Location Address ZIP+4* field on the PML.

To prevent claim issues, please review the information below.

Claims with a date of service on or after Aug. 1, 2022

- The submitted claim information will be compared to the following fields on the PML to identify a unique Florida Medicaid provider ID:
  - NPI*
  - NPI Effective Date*
  - NPI End Date*
  - Taxonomy Code*
  - Service Location Address ZIP+4*
  - Service Location Address Line 1*
- Claims should be billed with an NPI and taxonomy appropriate for your provider type/specialty for the services billed.
- The taxonomy submitted on your claim must be found in the Taxonomy Code* column of the PML.

Humana Healthy Horizons® in Florida

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

The hierarchy below will be used to process claims with a date of service on or after Aug. 1, 2022. The rules are used to identify a unique Florida Medicaid provider ID for the submitted NPI.

1. The submitted NPI is compared to the NPI* column on the PML. The NPI Effective Date* and NPI End Date* columns are reviewed and only the records active for the date of service are considered.

   a. If no matches, the claim will reject.

   b. If one match, the claim will be allowed to continue through adjudication.

   c. If multiple matches, a taxonomy is required.

2. The claim is reviewed for a submitted taxonomy and compared to the Taxonomy Code* column on the PML.

   a. If not submitted, the claim will reject.

   b. If submitted but does not match the Taxonomy Code* column of the PML, the claim will reject.

   c. If one match, the claim will be allowed to continue through adjudication.

   d. If multiple matches, the ZIP+4 is reviewed.

3. The submitted ZIP+4 is compared to the Service Location Address ZIP+4* column on the PML.

   a. If no matches, the 5-digit ZIP code is reviewed.

   b. If one match, the claim will be allowed to continue through adjudication.

   c. If multiple matches, the street address is reviewed.

4. The submitted 5-digit ZIP code is compared to the Service Location Address ZIP+4* column.

   a. If no matches, the claim will reject.

   b. If one match, the claim will be allowed to continue through adjudication.

   c. If multiple matches, the street address is reviewed.

5. The submitted street address is compared to the Service Location Address 1* column of the PML. The address must match exactly, including abbreviations, spelling, spacing, etc.

   a. If no matches, the claim will reject.

   b. If one match, the claim will be allowed to continue through adjudication.

   c. If multiple matches, the claim will be allowed to continue through adjudication.

To update your taxonomy

- Review your Provider Type Code and Provider Specialty Code on the PML. The descriptions for the type/specialty codes can be reviewed at **Florida Medicaid Provider Enrollment Policy**.

- Ensure your desired taxonomy is appropriate for your Provider Type Code and Provider Specialty Code found on the PML. Refer to the Florida Medicaid Taxonomy Guide at **Enrollment Forms | Florida Medicaid Web Portal**.

- If the desired taxonomy is appropriate for your current Provider Type Code and Provider Specialty Code on the PML, upload a Letter of Request to the Trade Files panel of your secure web portal account.

  - For your convenience, a Letter of Request template is included at the end of this document in Appendix A. If you have determined that your desired taxonomy is appropriate for your current Provider Type Code and Specialty Code on the PML, you can complete the Letter of Request and upload it to AHCA's secure web portal.

- If the desired taxonomy is not appropriate for your current Provider Type Code and Provider Specialty Code on the PML, please refer to **Enrollment Forms | Florida Medicaid Web Portal** and submit an application for a new Medicaid ID.

To update your NPI or demographics

- Sign in to **Enrollment Forms | Florida Medicaid Web Portal** and select the NPI panel under Demographic Maintenance.

Questions? Review the **Provider Master List Tip Sheet**.

* Note the asterisks correspond to designated fields in the PML (see **Florida Medicaid web portal**).

Humana Healthy Horizons® in Florida

Humana Healthy Horizons® in Florida

Appendix A

Letter of Request

To whom it may concern:

This letter serves as a formal letter of request to update the Taxonomy Code* column of the Provider Master List (PML) applicable to Dates of Service (DOS) March 1, 2022 and after. Please update the record noted below.

Florida Medicaid Provider ID: _____

NPI: _____

Provider Name: _____

Provider Type Code: _____

Provider Specialty Code: _____

Requested Taxonomy: _____

Thank you,

_____   _____
                 Signature   Date