



Humana Healthy Horizons in Florida

Long-Term Care

Hospice provider quick guide

This service provides forms of palliative medical care and services designed to meet the physical, social, psychological, emotional and spiritual needs of terminally ill members and their families. Care managers will coordinate this care with members enrolled in Medicare hospice services. If a member requires any hospice service traditionally covered by Medicaid, preauthorization may be required from the care manager.

Members can be simultaneously enrolled in the Humana Healthy Horizons® in Florida comprehensive plan and hospice. Medicaid hospice services require prior approval from Humana Healthy Horizons. Dual-eligible members may enroll in Medicare hospice. The care manager will assist in coordinating services. Members or their representatives must contact the Humana Healthy Horizons comprehensive plan care manager before enrolling in a hospice program.

Hospice billing guidance

Humana Healthy Horizons comprehensive long-term care will reimburse the provider according to the fee schedule, located online at <https://ahca.myflorida.com/medicaid/cost-reimbursement/hospice-care-services-per-diem-rates>, determined by the Florida Agency for Health Care Administration (AHCA).

Important contact information

Department	Contact information
Provider Relations	Contact your local Provider Relations representative Email: FLMedicaidPR@humana.com Phone: 888-998-7735 , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Member Services	Phone: 888-998-7732 (TTY:711) , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Pharmacy	Phone: 800-555-2546 , Monday – Friday, 8 a.m. – 6 p.m., Eastern time
Humana Healthy Horizons provider website	Humana.com/HealthyFL
Pharmacy website	Humana.com/FLPharmacy
Humana long-term care contacts	Contact information
Case management	Phone: 888-998-7732 , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
24-hour Nurse Advice Line	Phone: 800-477-6931

Humana Healthy Horizons® in Florida

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

Department	Contact information
Claims	Contact information
Availity Essentials™	Web: https://provider.humana.com/working-with-us/self-service-portal and https://apps.availity.com/web/onboarding/availability-fr-ui/#/login Phone: 800-282-4548 , Monday – Friday, 8 a.m. – 8 p.m. Eastern time.
Humana Healthy Horizons Managed Medical Assistance (MMA)	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
Humana Healthy Horizons long-term care (LTC)	Claims Department P.O. Box 14732 Lexington, KY 40512
Humana claims overpayment	Humana Claims Overpayment P.O. 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 40512-4546

Clearinghouse information—Electronic Data Interchange (EDI)

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—LTC 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 claims for payer ID 61115		

Helpful Humana Healthy Horizons links

- Find a doctor: [Humana.com/FindADoctor](https://www.humana.com/FindADoctor)
- Provider homepage: [Humana.com/HealthyFL](https://www.humana.com/HealthyFL)
- Member homepage: [Humana.com/HealthyFlorida](https://www.humana.com/HealthyFlorida)
- Prior authorization list (PAL): [Humana.com/PAL](https://www.humana.com/PAL)
- Expanded benefits: [Humana.com/FloridaBenefits](https://www.humana.com/FloridaBenefits)

Provider training and education

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

Provider contracting and credentialing

Contracting opportunities:

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

Credentialing:

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

Agency for Health Care Administration 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 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	Phone: 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	Phone: 866-779-0565
Ride assistance	Florida Medicaid ride assistance (Where's My Ride?) Phone: 866-779-0565

Modivcare nonemergency medical transportation (NEMT)	Contact information
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 Monday – Friday, 8 a.m. – 5 p.m., Eastern time
Escalations	Humana Healthy Horizons Phone: 888-998-7735