

Physician/Facility FAQ

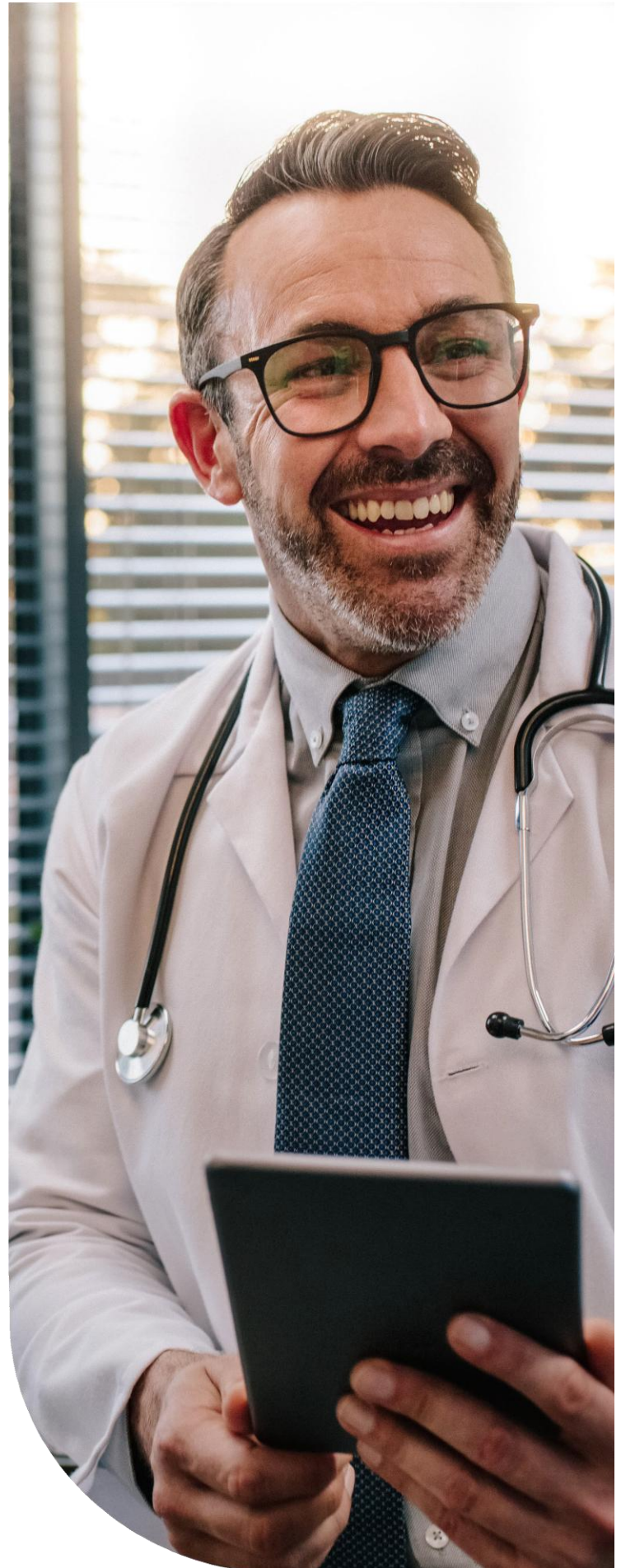
Humana's Medicare Advantage (MA)

Health maintenance organization (HMO)

- Humana Gold Plus® HMO (Individual plan)
- Humana Gold Plus® HMO-POS (Individual plan)
- Humana Gold Plus® HMO SNP (Individual plan)

Humana created a collection of questions and answers for physicians and other healthcare providers. They are divided into 3 sections:

- General questions
- Reimbursement questions
- Operational guidelines



ID card samples

Humana.
HUMANA GOLD PLUS (HMO)
A Medicare Health Plan with Prescription Drug Coverage
See Back for Dental CARD ISSUED: MM/DD/YYYY

MEMBER NAME
Member ID: HXXXXXXXXX
Plan (80840) 9140461101
RxBIN: 015581
RxPCN: 03200000
RxGRP: XXXXX

MedicareRx
Prescription Drug Coverage
CMS XXXXX XXX



Set up your member account: **Humana.com/myaccount**
Member/Provider Services: **800-457-4708 (TTY:711)**
Suicide and Crisis Lifeline: 988
Pharmacist/Physician Rx Inquiries: 800-865-8715
IPA/Center Name: XXXXXXXX
Primary Physician: XXXXXXXXXXXXXXXX


CLAIMS: <Variable Claims Address>

For Dental: **Humana.com/sb**
Additional Benefits: DENXXX VISXXX HERXXX
EyeMed Vision: 888-289-0595

Humana.
HUMANA GOLD PLUS (HMO-POS)
A Medicare Health Plan with Prescription Drug Coverage
See Back for Dental CARD ISSUED: MM/DD/YYYY

MEMBER NAME
Member ID: HXXXXXXXXX
Plan (80840) 9140461101
RxBIN: 015581
RxPCN: 03200000
RxGRP: XXXXX

MedicareRx
Prescription Drug Coverage
CMS XXXXX XXX



Set up your member account: **Humana.com/myaccount**
Member/Provider Services: **800-457-4708 (TTY:711)**
Suicide and Crisis Lifeline: 988
Pharmacist/Physician Rx Inquiries: 800-865-8715
IPA/Center Name: XXXXXXXX
Primary Physician: XXXXXXXXXXXXXXXX


CLAIMS: <Variable Claims Address>

For Dental: **Humana.com/sb**
Additional Benefits: DENXXX VISXXX HERXXX
EyeMed Vision: 888-289-0595

Humana.
HUMANA GOLD PLUS (HMO D-SNP)
A Medicare Health Plan with Prescription Drug Coverage
See Back for Dental CARD ISSUED: MM/DD/YYYY

MEMBER NAME
Member ID: HXXXXXXXXX
Plan (80840) 9140461101
RxBIN: 015581
RxPCN: 03200000
RxGRP: XXXXX

MedicareRx
Prescription Drug Coverage
CMS XXXXX XXX



Set up your member account: **Humana.com/myaccount**
Member/Provider Services: **800-457-4708 (TTY:711)**
Suicide and Crisis Lifeline: 988
Pharmacist/Physician Rx Inquiries: 800-865-8715
IPA/Center Name: XXXXXXXX
Primary Physician: XXXXXXXXXXXXXXXX

CLAIMS: <Variable Claims Address>

For Dental: **Humana.com/sb**
Additional Benefits: DENXXX VISXXX HERXXX
EyeMed Vision: 888-289-0595

General questions

Q: How are contracted healthcare providers reimbursed?

A: Reimbursement is based on the contracted rate, which typically is a percentage of the Original Medicare rate. Healthcare providers should consult their contract for specific information and review Humana's claim payment policies, available at [Provider.Humana.com](https://www.humana.com/provider).

Q: How are non-contracted healthcare providers reimbursed?

A: Non-contracted healthcare providers are reimbursed according to Original Medicare's fee schedule for the area.

Q: Are National Provider Identifiers (NPIs) required on claims submitted to Humana?

A: Yes. NPIs, taxonomy numbers and Tax Identification Numbers are required to price and process claims appropriately. Facilities should use subunit identifiers with their facility IDs when submitting claims.

Q: If a patient disenrolls from a Humana MA HMO plan and returns to Original Medicare, how are the patient's cost shares calculated?

A: If a patient disenrolls from a Humana MA HMO plan and returns to Original Medicare, Original Medicare cost-sharing provisions apply.

Q: If a patient disenrolls from Humana's MA HMO plan and joins a different MA plan, how are the patient's cost shares calculated?

A: If a patient enrolls in a different MA plan, the copayments and deductibles specified in the patient's Summary of Benefits and Coverage for the new MA plan apply.

Q: Are there contracted labs under HMO MA plans?

A: Yes. The labs vary by market. Please refer to our provider directory, [Humana.com/FindADoctor](https://www.humana.com/FindADoctor), for the relevant market.

Q: What is the required format for claims?

A: Use the same format as used for Original Medicare. Humana's MA HMO plans accept paper and electronic claims in 837I (institutional) or 837P (professional) format.

To decrease administrative costs and improve cash flow, clinicians and facilities are encouraged to use electronic claims submission whenever possible. Humana may assess an administrative fee for paper claim submission. When it is necessary to submit paper claims, please use

the address below.

**Humana MA HMO
c/o Humana Claims Office
P.O. Box 14601
Lexington, KY 40512-4601**

Keep in mind, however, that the claim or encounter mailing address on the patient's Humana ID card is always the most appropriate to use.

Q: What are Humana's MA HMO referral requirements?

A: Humana MA HMO plans typically require referrals. However, these requirements can vary depending on the service(s) to be rendered, primary care physician assignment and geography. Healthcare providers should contact their market representative for an explanation of referral requirements in their area.

Q: What does HMO-POS mean on the patient's ID card?

A: The addition of point of service (POS) means that the patient is in a traditional HMO-POS plan and has some out-of-network benefits. Benefit and eligibility information is available at www.availity.com. Healthcare providers also can call the member/provider service phone number listed on the back of the patient's Humana ID card.

Q: What does HMO SNP mean on the patient's ID card?

A: It means the patient is enrolled in a Special Needs Plan (SNP), a type of HMO plan with extra benefits designed for patients with special healthcare needs. Benefit and eligibility information is available at www.availity.com. Healthcare providers also can call the member/provider service phone number listed on the back of the patient's Humana ID card.

SNP training is required for any provider who sees a Humana MA plan member covered by any of our SNPs. Please visit [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance) to complete your training today.

If a member is enrolled in a Humana C-SNP, please make sure the Verification of Chronic Condition form is completed within 60 days of enrollment. You can visit www.availity.com and submit an Eligibility and Benefits inquiry for the member and select the C-SNP Condition Verification button on the response to complete this form.

Providers can call 877-271-5776 for additional information.

Q: Are healthcare providers able to review claims status or verify patient eligibility online?

A: Yes. Healthcare providers who want to review claims or verify eligibility for their Humana MA HMO-covered patients can do so at www.availity.com.

Q: What options are available to healthcare providers who wish to dispute a payment?

A: The payment dispute process is included in the Humana Provider Agreement. For more information, please refer to the Humana Provider Manual found at Humana.com/Publications or view our presentation titled “Claim Disputes and Corrected Claims” found at Humana.com/MakingItEasier.

Q: Are healthcare providers able to correct claims or submit additional claims information online?

A: Yes. Healthcare providers who have filed claims electronically can sign in to www.availity.com and submit a corrected claim or batch of corrected claims using the claim submission application.

Q: Is advance patient notification required for services that may not be covered under Humana’s MA HMO plan?

A: Regardless of whether Humana requires prior authorization for a particular item or service, when the healthcare provider thinks a service might not be covered, he or she should contact the plan for a formal determination of coverage. If a network provider performs a service that might not be covered, and the plan has not issued a CMS-10003 Notice of Denial of Medical Coverage (or Payment), also known as the Integrated Denial Notice, a determination that the service is not covered, the provider can collect only the cost sharing that would apply for the service as if the service were covered. That is, the provider must not balance bill an MA HMO patient for a non-covered service if the plan has not issued the patient a formal, written determination that the service will not be covered.

For more information, refer to Chapter 4, Section 160, of the Medicare Managed Care Manual. Providers also can call Humana Customer Care at 800-457-4708.

Reimbursement questions

Q: How are payments for inpatient hospital services determined?

A: The allowable amount for inpatient hospital services is based on contracted rates. Healthcare providers should check their contracts or contact a provider contracting representative. They can also call 800-626-2741.

Q: How are payments for outpatient hospital services determined?

A: The allowable amount for outpatient hospital services is based on contracted rates. Healthcare providers should check their contracts or contact a provider contracting representative. They can also call 800-626-2741.

Q: Are teaching hospitals eligible to receive the additional payment from Humana's MA HMO plan that is provided by Medicare?

A: No. Humana's MA HMO plan does not make this extra payment to teaching hospitals. The Centers for Medicare & Medicaid Services (CMS) has carved out operation Indirect Medical Education (IME) and Direct Graduate Medical Education (DGME) from the payment to MA organizations. Medicare pays these add-ons directly through its CMS contractors (Medicare Administrative Contract [MAC] for Parts A and B or DME MAC).

Q: Under Original Medicare, hospital patients must fill out a Medicare Secondary Payer (MSP) questionnaire. Are hospitals required to implement this process for patients with Humana MA HMO plans?

A: No. CMS does not require MSPs for patients with MA. However, hospitals should ask patients with Humana MA to fill out the MSP questionnaire and identify the appropriate payer. Humana reimburses healthcare providers and may attempt to recover money from any third party that might be liable. Humana MA members are required to provide this information to Humana.

Operational guidelines

Q: What are the guidelines for enrollment and disenrollment?

A: CMS determines enrollment and disenrollment guidelines. Please visit the CMS website at www.CMS.gov for more information.

Q: Does Humana's MA HMO require hospitals to give the CMS "Important Message from Medicare" to all inpatient Medicare patients?

A: Yes. CMS has ruled that hospitals must notify Original Medicare and MA beneficiaries who are inpatients about their hospital discharge rights. Upon admission, the regulation requires that hospitals provide and explain to all MA enrollees the standardized notice titled "Important Message" (IM) within 2 calendar days of admission and obtain the signature of the beneficiary or the beneficiary's representative. The signed copy can be stored electronically and must contain:

- Right to benefits for inpatient services and for post-hospital services.
- Right to request immediate review of the discharge decision and the availability of other appeal processes if the beneficiary does not meet the deadline for immediate review.
- Liability for charges for continued stay.
- Right to receive additional information.
- A follow-up copy of the signed IM must be delivered by the hospital to the beneficiary or the beneficiary's representative not more than 2 days before discharge. The follow-up notice is not required if the original IM is delivered within 2 calendar days of discharge. The physician responsible for the inpatient care must concur with the discharge.

Q: Does Humana have on-site reviewers for acute inpatient admissions?

A: On-site nurses are available in some facilities in select markets. Check with the local market office to determine which facilities have on-site nurse reviewers.

Q: Are case management services available for Humana's MA HMO plans?

A: Case management services are available to members with some chronic conditions.

Information about Humana's Health and Wellness, Disease Management and Case Management programs and how to refer members to the programs can be found at Provider.Humana.com or in the Provider Manual.

Q: What role does Humana play in discharge planning?

A: Humana case managers are available to support facility discharge planners with discharge planning when needed.

Q: Are hospitals permitted to collect copayment amounts prior to providing services?

A: Yes. Hospitals can request copayment amounts up front and/or at the time of discharge.

Q: Are prior authorization and notification required?

A: The full list of prior authorization and notification requirements, located at Humana.com/PAL, applies to patients with MA HMO and HMO-POS coverage. Prior authorization is required for in-network inpatient admissions (except urgent or emergent) and some outpatient procedures.

Prior authorization requests and notifications for medical services can be initiated:

- Online at www.availability.com
- By calling Humana's interactive voice response line at 800-523-0023
- Providers are encouraged to include any medical records to support your request at the time you are submitting your prior authorization.

Q: Does Humana have on-site associates who deliver letters to physicians and patients explaining the appeal process?

A: Due to the limited availability of on-site associates, Humana expects hospitals to coordinate the delivery of appeal rights letters to patients.

Q: What should I do if my question is not listed here?

A: Contact your Humana representative or call Humana's Customer Care at 800-457-4708.