

## Network Notification – Humana Healthy Horizons in Louisiana

**Notice date:** July 24, 2025  
**To:** Humana Healthy Horizons® in Louisiana provider network  
**From:** Humana Healthy Horizons in Louisiana  
**Subject:** Informational Bulletin 25-03: Place of Service Code 27 - Outreach Site/Street for Federally Qualified Health Centers, Rural Health Clinics and American Indian Clinics

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Effective November 6, 2024, Louisiana Medicaid authorized the use of Place of Service (POS) code 27, which was introduced by the Centers for Medicare and Medicaid Services (CMS) effective October 1, 2023.

The POS code 27 can be used when providing services in a non-permanent location, such as a street or public area that is not already described by another POS, where health professionals provide preventive, screening, diagnostic, and treatment services. Informational Bulletin 24-44 includes guidelines on Louisiana Medicaid's use of POS code 27.

Per the Health Resources and Services Administration (HRSA),

“Health centers can provide services to their patients and other residents of their service area at locations outside the health center, such as homeless encampments, parks, and under bridges. Providing care in this way enables individuals experiencing homelessness and others who may avoid medical treatment or face barriers to accessing medical treatment in traditional care settings to access care. We consider these activities to be in your scope of project if:

1. You provide services documented on your Form 5A: Services Provided;
2. Your health center providers (employees, volunteers, or contractors) deliver the services; **and**
3. You document the services you provide in a health center patient record.”

Federally Qualified Health Center (FQHC), Rural Health Clinic (RHC) **and American Indian Clinic (AIC) providers** may utilize POS 27 based on Informational Bulletin 24-44 and HRSA guidance provided on their website. FQHC/RHCs are responsible for confirming with HRSA their eligibility to provide Outreach Site/Street Medicine and appropriate case record documentation.

Humana Healthy Horizons in Louisiana is a Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.

Each managed care organization (MCO) shall update their claims processing system to reflect this change within 30 calendar days of the published update.

For questions related to this information as it pertains to fee-for-service Medicaid claims processing, please contact Gainwell Technologies Provider Services at **1-800-473-2783** or **1-225- 924-5040**. Questions regarding MCO claims should be directed to the appropriate MCO.