Humana
Healthy Horizons®
in Louisiana

Network Notification – Humana Healthy Horizons in Louisiana

Notice date: October 20, 2025
To: Humana Healthy Horizons® in Louisiana provider network
From: Humana Healthy Horizons in Louisiana
Subject: Informational Bulletin 25-28: Telemedicine/Telehealth Reference Guide

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Telemedicine/telehealth is the use of a telecommunications system to render healthcare services when a physician or other licensed practitioner and a beneficiary are not in the same location.

- **Originating site** means the location of the Medicaid beneficiary at the time the services are provided. There is no restriction on the originating site.
- **Distant site** means the site at which the physician or other licensed practitioner is located at the time the services are provided.

When otherwise covered, services located in the Telemedicine appendix of the Current Procedural Terminology (CPT) manual may be reimbursed when provided by telemedicine/telehealth. In addition, other specified services may be reimbursed when provided by telemedicine/telehealth when explicitly noted in a Medicaid provider manual.

Reimbursement

Louisiana Medicaid reimburses only the distant site provider, and not the originating site. Reimbursement for services provided by telemedicine/telehealth is at the same level as services provided in person. The beneficiary's clinical record must include documentation that the service was provided through the use of telemedicine/telehealth.

Billing

Medicaid covered services provided using telemedicine must be identified on claim submissions by appending the modifier "95" to the applicable procedure code and indicating the correct place of service (POS), either POS 02 (other than home) or 10 (home). Both the correct POS and the 95 modifier must be present on the claim to receive reimbursement.

Additional information is located in the Professional Services Provider Manual at https://www.lamedicaid.com.

Behavioral Health

For information about behavioral health telehealth, please see the Behavioral Health Services Provider Manual at https://www.lamedicaid.com and the Specialized Behavioral Health Fee Schedule at https://www.lamedicaid.com/Provweb1/fee_schedules/feeschedulesindex.htm.