

Network Notification – Humana Healthy Horizons in Kentucky

Notice date: 6/23/2023
To: Humana Healthy Horizons in Kentucky Provider Network
From: Humana Healthy Horizons in Kentucky
Subject: Emergency department E/M claim reimbursement policy update
Effective date: 7/23/2023

Emergency Department E/M Claim Reimbursement

Humana Healthy Horizons® in Kentucky's payment policy for emergency department evaluation and management (E/M) claim reimbursement, effective Jan. 1, 2023, was recently updated. The policy communicates the criteria used to determine the level of reimbursement for facility E/M services provided in the emergency department.

When the criteria associated with the facility's billed emergency department E/M service code are not satisfied, Humana reimburses at the emergency department E/M service code only at the level for which the criteria in the emergency department E/M reimbursement policy linked below are met. Humana does not reimburse at a higher E/M service code than billed.

The updates noted in the policy will become effective for dates of admission on or after July 23, 2023.

Please review the new claims payment policy at [Humana.com/ClaimPaymentPolicies](https://www.humana.com/ClaimPaymentPolicies). Enter Emergency Department E/M Reimbursement in the keyword search and look for "Emergency Department E/M Reimbursement (Revised)."

If you have questions about the reimbursement policy, please email our Provider Relations staff at KYMCDPR@Humana.com or call Provider Services at **800-444-9137**. Hours of operation are Monday through Friday, 8 a.m. to 6 p.m., Eastern time.

Thank you for the continued care of your Humana Healthy Horizons in Kentucky-covered patients.