

## Network Notification – Humana Healthy Horizons in Kentucky

**Notice date:**

**To:** Humana Healthy Horizons in Kentucky provider network

**From:** Humana Healthy Horizons in Kentucky

**Subject:** Grievance and appeal time frame change

**Effective date:**

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Humana Healthy Horizons® in Kentucky identified inconsistencies in our time frames for healthcare providers to submit grievances and appeals. To provide consistent time frames as well as comply with KRS 205.534 (1)(d), Humana Healthy Horizons will implement a new policy for filing provider grievances and appeals. Effective 11/01/22, providers will have 60 days from Humana Healthy Horizons' date of notice, action or date of original claim submission denial to file a grievance or appeal.

**How to file a provider grievance or appeal:**

Humana Healthy Horizons recommends that providers file grievances and appeals through Availity or by mail or fax. Humana Healthy Horizons also accepts verbal submissions.

**Choose an option below to file:**

- Submit encrypted grievance or appeal supporting documentation online via **[www.Availity.com](https://www.Availity.com)**. Grievance and/or appeal status also can be checked via Availity.
- Mail your request to:  
**Humana Healthy Horizons in Kentucky**  
Grievance and Appeal Department  
P.O. Box 14546  
Lexington, KY 40512-4546
- Fax your request to **800-949-2961**.
- Call Provider Services at **800-444-9137**.

This change does not affect claims disputes related to a presumed payment error that occurred in relation to a provider contract issue. Humana Healthy Horizons must receive a claim dispute request and supporting documentation within 24 months of the original claim adjudication date.

If you have questions about this update, please call Provider Services at **800-444-9137**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time.

Humana Healthy Horizons in Kentucky is a Medicaid product of Humana Health Plan Inc.