

## Network Notification – Humana Healthy Horizons in Kentucky

**To:** Humana Healthy Horizons® in Kentucky Provider Network  
**From:** Humana Healthy Horizons in Kentucky  
**Subject:** Reminder: Urine drug testing policy, effective July 1, 2020  
**Effective date:** 07/01/20

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On July 1, 2020, Humana Healthy Horizons implemented the Kentucky Department for Medicaid Services' **updated urine drug testing (UDT) policy**. As a reminder, Humana Healthy Horizons now processes these claims for payment as indicated by the department's policy, per the provider's Humana Healthy Horizons contract agreement and/or the out-of-network payment policy. Once the enrollee exceeds the benefit limit as established by the department, Humana Healthy Horizons denies the claim.

Providers may appeal the claim denial. Humana Healthy Horizons recommends that providers submit medical records as supporting documentation to prove the medical necessity for the service with the appeal request. If a provider does not agree with the decision on a processed claim, the provider has **60 calendar days** from the date of the original claim denial to file an appeal. For more information on appeals, please refer to the **Kentucky Medicaid Provider Manual**.

Additionally, claims paid for UDT services that exceed an enrollee's benefit are reviewed for recovery. When disputing an overpayment recovery, Humana Healthy Horizons recommends providers submit medical records as supporting documentation to prove medical necessity for the service.

### Written submission

Providers can submit appeals in writing to:  
Humana Provider Correspondence  
Grievance and Appeals Department  
P.O. Box 14546  
Lexington, KY 40512-4546  
Fax: 800-949-2961

### Digital submission

Providers can submit encrypted appeal supporting documentation online via **Availity Essentials™**. Providers also can check appeal status via **Availity Essentials**.

If you have questions regarding this notification, please call Provider Services at **800-444-9137**, Monday through Friday, 8 a.m. to 6 p.m., Eastern time.

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