



Louisiana New Horizon

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Humana
Healthy Horizons®
in Louisiana

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

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Complete your cultural competency training via TPN

Humana Healthy Horizons® in Louisiana partners with Trusted Provider Network (TPN.health) to provide cultural competency training. This training includes information for Louisiana Medicaid healthcare providers and administrators.

TPN.health is a digital platform connecting licensed clinicians and behavioral health organizations nationwide and is your access point to continuing education (CE) opportunities with a secure network of vetted professionals.

Register here on TPN.health for courses.

TPN.health's cultural competency module provides training in areas including:

- Clear communication
- Culture and cultural competency
- Strategies for working with seniors and people with disabilities
- Various subcultures and populations

You must review and attest to the completion of this training annually.

TPN.health offers providers:

- Required CE credits through live and on-demand training and courses
- Opportunities to connect with a national network of providers
- Tools to build your digital profile to highlight your expertise
- Ability to track your license requirements with the CE Wallet

For continuing education events, please visit the **CE Events webpage**.



HEDIS measures address physical and behavioral health needs

Please note: This information is based on National Committee for Quality Assurance's (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) technical specifications. It is not meant to preclude your clinical judgment.

For providers, understanding HEDIS measures and the associated coding is essential for ensuring compliance with quality metrics and optimizing patient outcomes. By focusing on timely follow-up care, healthcare providers can enhance treatment adherence, reduce hospital readmissions, and improve overall health outcomes in their patient populations.

Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents

The Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) is used to measure the percentage of enrolled members ages 3–17 who had an outpatient visit with a primary care physician or OB-GYN and who had evidence of body mass index (BMI) percentile documentation, counseling for nutrition and counseling for physical activity during the measurement year.

Providers should include 3 codes with the associated documentation for WCC: BMI percentile, nutritional counseling and physical activity. Please note that all coding related to the WCC measure is supported by appropriate documentation in the medical record. Documentation must clearly reflect services provided for compliance and accurate reporting.

<p>For BMI percentile:</p> <ul style="list-style-type: none">• BMI percentile documented as a value (e.g., 85th percentile, greater than 99%, less than 1%)• BMI percentile plotted on an age-growth chart <p>Please note: Height/weight can be captured during a telehealth visit and may be member-reported.</p>	<p>For nutrition counseling:</p> <ul style="list-style-type: none">• Discussion of current nutritional behaviors (e.g., eating habits, dieting behaviors)• Checklist indicating nutrition was addressed• Counseling or referral for nutrition education• Confirmation that• patient received educational materials• on nutrition during a face-to-face visit• Anticipatory guidance• for nutrition• Weight or obesity counseling	<p>For physical activity counseling:</p> <ul style="list-style-type: none">• Discussion of current physical activity behaviors (e.g., exercise routine, participation in sports, exam for sports participation)• Checklist indicating physical activity was addressed• Counseling or referral for physical activity• Confirmation that patient received educational materials on physical activity during a face-to-face visit• Anticipatory guidance specific to the child's physical activity
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Coding: There are multiple codes that support documentation for measure compliance. For more information, or a list of codes to support the measure, please email QualityLAMCD@humana.com.

Understanding HEDIS FUM, FUH and FUA measures for providers

Follow-Up After Emergency Department Visit for Mental Health (FUM), Follow-Up After Hospitalization for Mental Health (FUH), and Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence (FUA) measures are critical for promoting continuity of care in behavioral health.

FUM measures the percentage of patients who had a follow-up appointment with a mental health provider within 7 days of an emergency department visit. The appropriate codes for reporting FUM include Current Procedural Terminology (CPT®) codes for mental health services including 90791 (psychiatric diagnostic evaluation) and 90834 (psychotherapy, 45 minutes).

FUH assesses the percentage of patients who have a follow-up appointment within 30 days of discharge from psychiatric hospitalization. For FUH, providers should use CPT codes similar to those used with FUM for mental health services during follow-up visits.

FUA evaluates the percentage of patients who received a follow-up visit within 7 days of an emergency department visit for substance use disorders. Codes relevant to FUA include 99408 (alcohol and/or substance abuse structured screening) and 99409 (substance abuse structured screening).

Engaging in these HEDIS measures supports regulatory compliance and reinforces a commitment to comprehensive, quality care in behavioral health.



Humana Healthy Horizons covers doula services

Doulas offer physical, emotional and educational support to supplement pregnancy and postpartum healthcare services and support pregnant members in receiving healthy, safe and equitable prenatal and postnatal care. The services are offered by Humana Healthy Horizons as a service for pregnant and postpartum members.

Current member coverage extends up to 5 prenatal doula visits, delivery attendance by a doula, and 3 postnatal doula visits.

Doula registration is required for participation in the Louisiana Medicaid Program. More information on how to register is available at the **Louisiana Department of Health's doula registry webpage**.

To learn more about Humana Healthy Horizons® in Louisiana's guidance related to doula services, please view our **billing and claims payment guide**.



Observation stays beyond 48 hours require prior authorization

Observation services up to 48 hours do not require prior authorization. If an observation stay is expected to exceed 48 hours, prior authorization for the period exceeding the initial 48 hours is required. For more information regarding the observation policy, please consult our **clinical policy online**.



Make case management referrals through multiple channels

To help members who may require support and/or additional services, the Humana Healthy Horizons Case Management department utilizes a no-wrong-door approach to case management referrals.

Our case managers receive referrals from a variety of sources including, but not limited to, Utilization Management (UM) teams in the process of reviews for requested services, community organizations, member self-referral, and our provider partners, to name just a few examples.

Humana Healthy Horizons employs registered nurses and licensed mental health professionals with training in physical and behavioral health case management for adult and pediatric populations, in addition to prenatal and postpartum care.

Case management referrals can be made in the following ways:

- Calling member services at **1-800-448-3810 (TTY: 711)** and requesting a member be referred to case management
- Communicating the need for case management during service authorization conversations with the UM team
- Emailing or faxing a completed **Case Management Referral Form** as follows:
 - General case management: **LAMCDCaseManagement@humana.com** or **1-833-981-0204**
 - Maternity case management: **LAMCDMaternity@humana.com** or **1-833-982-0053**
 - Housing and social determinants of health needs: **LAMCDSDOH@humana.com** or **1-833-982-0052**

Our case management teams look forward to partnering with our providers and members to ensure members receive needed services and achieve their healthcare goals.



Provider Relations support and contact information

Our dedicated regional Provider Relations representatives can assist with:

- On-site visits
- Provider education and training
- Unresolved escalated issues

Provider services assistance is available by phone and email. Call **1-800-448-3810 (TTY: 711)**, Monday – Friday, 7 a.m. – 7 p.m., or email **LAMedicaidProviderRelations@humana.com**.

To learn more, or to locate your Provider Relations regional representative, visit our **webpage**.



Humana Healthy Horizons offers provider training materials through Availity Essentials

The Humana Learning Center on Availity Essentials™ is an innovative learning management system for Humana's provider training material. This centralized platform consolidates training resources and compliance education, making it an essential tool for providers to enhance their knowledge and operational efficiency.

Key benefits:

- Comprehensive training offerings: As of July 1, 2025, the Humana Learning Center will feature compliance training for Medicare and Medicaid, along with various Humana-specific training. Over time, Humana will add additional provider training materials, streamline access and reduce time spent navigating multiple platforms.
- User-friendly interface: Designed to be intuitive, the Humana Learning Center improves the provider experience by offering straightforward access to training materials.
- Enhanced provider experience: By consolidating training resources, providers can easily find and complete necessary training, leading to improved service delivery and patient care.
- Increased security: With rising cyber threats in the healthcare industry, the Humana Learning Center employs robust security measures to protect training content, allowing for secure access to essential resources without restrictions.
- Streamlined administration: The Humana Learning Center facilitates simplified compliance reporting and attestation processes, providing administrators and providers with tools to manage their training needs.

Training materials available as of July 1, 2025:

- Medicare compliance training
- Medicaid compliance training
- Humana Healthy Horizons-specific Availity Essentials training

Check back often, as more training opportunities are added.

Accessing the Humana Learning Center

Providers can access the Humana Learning Center by logging into Availity Essentials, navigating to Payer Spaces, and selecting Humana, followed by the Humana Learning Center. If you haven't created a login and password, please access **Availity Essentials' registration guide**.

Learn more about Availity Essentials webinars and resources on our **provider web-based training and resources webpage**.