

Network Notification – Humana Healthy Horizons in Kentucky

Notice date: September 2, 2021
To: Humana Healthy Horizons® in Kentucky Provider Network
From: Humana Healthy Horizons in Kentucky
Subject: Provider Guidance to Report Incarceration
Effective date: September 2, 2021

Humana Healthy Horizons® in Kentucky and the Kentucky Cabinet for Health and Family Services' Department for Medicaid Services (DMS) reminds all providers to check a patient's eligibility in KYHealthNet before providing services.

In those instances when KYHealthNet shows the person presenting for services is incarcerated and the status is incorrect:

- Your patient can update his or her eligibility by completing the MAP-INC form (available at [Humana.com/KentuckyDocuments](https://www.humana.com/KentuckyDocuments)) and faxing it to Medicaid member services at **502-564-0039**.
- Your patient can update his or her eligibility through their **Kynect account**.
- You may call Kentucky DMS Medicaid Provider Services at **855-824-5615** to report the error.