

WHOLEHEALTH NETWORKS, INC.

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Covered Chiropractic Program for Humana Healthy Horizons™ in Kentucky

As a participating provider with WholeHealth Networks Inc. (WHN), we want to ensure you have all necessary information so your participation in the Covered Chiropractic Program for Humana Healthy Horizons enrollees is a success. Below are a few updates specific to this benefit:

- There are preauthorization requirements for this Medicaid program, **including a new option to enter authorization requests up to two business days after the date of service.**

Preauthorization/ Referral	<ul style="list-style-type: none">• Preauthorization is required for all chiropractic services, which began Oct. 1, 2021.• Preauthorization requests can be submitted online through the WholeHealth Pro portal at https://www.wholehealthpro.com by clicking the option for “Authorization Request.”• You can submit preauthorization requests up to 30 days prior to the start date of care.• NEW – Providers can submit a prior-authorization request up to two business days after services were performed. This policy was implemented January 18, 2022.• When requesting a preauthorization, the “Patient Suffix #” is a required field. Please enter “00” so your patient is verified by the system.
Records Request	<ul style="list-style-type: none">• Requests for records include a specific deadline for records submission.• Please pay particular attention to due dates since they are determined by Medicaid program requirements.• Clinical records can be submitted online through the WholeHealth Pro portal at https://www.wholehealthpro.com or can be faxed with the bar-coded cover sheet to WHN at 888-492-1025.
Customer Service	For general inquiries about your participation in this program, please call WHN at 855-800-9804. (Please note: This phone number is specific to the Covered Chiropractic Medicaid Program for Humana Healthy Horizons™ in Kentucky)
Group Summary or Fee Schedule	To obtain a copy of your Group Summary, please log on to https://www.wholehealthpro.com , click “Reference Library,” then “Group Summaries and Fee Schedules.” The Medicaid chiropractic fee schedule, including details of allowed CPT codes and reimbursement rates, is available at https://chfs.ky.gov .

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

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