



Humana Healthy Horizons in Florida Managed Medical Assistance (MMA) Obstetrics and Gynecology (OB-GYN) Quick Guide

Quality of care for pregnant members

You should provide the most appropriate and highest level of care for pregnant members:

Prenatal care

- Require a pregnancy test and a nursing assessment with referrals to a provider, physician assistant or advanced registered nurse practitioner for comprehensive evaluation.
- Require case management through the gestational period according to the needs of the member.
- Require necessary referrals and care.
- Schedule return prenatal visits at least every four weeks until the 32nd week, every two weeks until the 36th week and every week thereafter until delivery, unless the member's condition requires more frequent visits.
- Contact as soon as possible those members who fail to keep their prenatal appointments and arrange for their continued prenatal care.
- Assist members in making delivery arrangements, if necessary.
- Ensure that all pregnant members are screened for tobacco use and make smoking cessation counseling and appropriate treatment as needed available to pregnant members.

Nutritional assessment and counseling: Supply nutritional assessment and counseling to all pregnant members. In addition, you are expected to:

- Ensure the provision of safe and adequate nutrition for infants by promoting breastfeeding and the use of breast milk substitutes.
- Offer a midlevel nutrition assessment.
- Provide individualized diet counseling and a nutrition care plan by a public health nutritionist, a nurse or provider following the nutrition assessment.
- Document the nutrition care plan in the medical record by the person providing counseling.

Postpartum care

- Provide a postpartum examination for all members within six weeks after delivery.
- Ensure members are supplied with voluntary family planning information, including a discussion of all methods of contraception (see the Family Planning Services section of the Provider Handbook).

Humana Healthy Horizons® in Florida

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

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- Ensure that continuing care of newborns is provided through the child health check-up program component and documented in the child's medical record (see the Well-Child Visits section of the Provider Handbook).

Notification of member pregnancy

You are required to immediately notify Humana Healthy Horizons® of a member's pregnancy by calling **800 322 2758, Ext. 1394119**, Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time, whether identified through medical history, examination, testing, claims or otherwise.

If a member becomes pregnant while enrolled with Humana Healthy Horizons, the member is requested to contact Humana Healthy Horizons' obstetrics case manager at **800-322-2758, Ext. 1394119**, Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time. The member should choose a Humana Healthy Horizons OB-GYN provider or midwife for the member's care and make an appointment to see this healthcare provider as soon as possible. The member must also notify the Department of Children and Families of the pregnancy by calling **866-762-2237**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time.

OB-GYN Quick Guide

Billing guidance

Routine gynecological examinations or well-woman visits should be coded accurately. The following are covered:

- New patient codes
- Established patient codes
- Gynecological examination with abnormal findings
- Gynecological examination without abnormal findings

Provider offices should refer to the Florida Agency for Health Care Administration's (AHCA's) Provider Reimbursement Schedules and Billing Codes. See **Rule 59G-4.002, Provider Reimbursement Schedules and Billing Codes** (<https://ahca.myflorida.com/medicaid/rules/rule-59g-4.002-provider-reimbursement-schedules-and-billing-codes>).

It is important to bill each service performed during the member's pregnancy and not globally.

- Prenatal and perinatal visits are covered.
- Medically necessary ultrasounds are covered.
- Each prenatal visit should be billed. Medicaid allows the following prenatal codes:
 - H1001 (prenatal visit with Healthy Start prenatal risk screening)
 - H1000 (prenatal visit without Healthy Start prenatal risk screening)
- If the billed delivery code includes an initial postpartum visit, two more postpartum visit codes can be billed and reimbursed. If a delivery-only Current Procedural Terminology (CPT®) code is billed, a total of three separate postpartum visit services within 90 days after delivery can be billed and reimbursed.

Provider relations and other helpful contacts

Provider relations

- Email: **FLMedicaidPR@humana.com**

Call centers and websites

- Provider/member call center: **800-477-6931 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Pharmacy call center: **800-555-2546**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time
- Humana Healthy Horizons in Florida website: **Humana Healthy Horizons in Florida** (Provider.Humana.com/medicaid/florida-medicaid)
- **Humana Healthy Horizons in Florida Provider Resource Guide** (Provider.humana.com/medicaid/florida-medicaid/education-materials)
- Pharmacy website: **Florida Medicaid pharmacy materials** (Provider.Humana.com/medicaid/florida-medicaid/pharmacy-materials)

Primary care responsibilities

Healthy Start services

Humana Healthy Horizons has partnered with Healthy Start. The Healthy Start program includes targeted support services and addresses identified risks. The range of free and voluntary Healthy Start services available to pregnant women, infants and children up to age 3 includes:

- Childbirth, breastfeeding and car seat education classes
- Comprehensive assessment of service needs considering family and community resources
- Home visits to provide education and support for breastfeeding, baby weight checks, parenting, immunizations information and safe sleep
- Ongoing coordination to assure access to needed services and support to help families attain their goals
- Developmental screening, psychosocial assessments, nutritional education, and smoking cessation counseling or referrals as needed

Humana Healthy Horizons will refer members to Healthy Start for these services when identified utilizing the Healthy Start assessment tool. The tool is used to determine eligibility for enrollment in the Healthy Start care coordination program and is completed by the OB-GYN at the initial visit.

The goal of the program is to mitigate identified risk factors that may affect the health of the pregnancy. Members are automatically eligible when they exhibit that criteria, regardless of the assessment tool score (e.g., homelessness, history of abuse, etc.).

If you are treating members who are pregnant, you should offer Florida's Healthy Start prenatal risk screening to each pregnant member as part of the member's first prenatal visit. Providers conducting such screening must use the Florida Department of **Health prenatal risk form** (Form DH 3134, https://www.floridahealth.gov/programs-and-services/childrens-health/healthy-start/_documents/final-dh-3134-prenatal-risk-screen-01-15%20English.pdf), which can be obtained from the local county health department. One copy of the completed screening form should be kept in the member's medical record, and another copy should be provided to the member. Within 10 business days of completion, the provider must submit the screening form to the CHD in the county in which the prenatal screening was completed. Providers must document the member's preterm delivery risk assessment within the member's medical record no later than the 28th week of pregnancy.

Referrals to Healthy Start

Pregnant members or infants who do not score high enough to be eligible for Healthy Start care coordination may be referred for services, regardless of their score on the Healthy Start risk screening, in the following ways:

- If the referral is to be made at the same time the Healthy Start risk screening is administered, you may indicate on the risk screening form that the member or infant is invited to participate based on factors other than score.
- If the determination is made after the risk screening, you may refer the member or infant directly to the Healthy Start care coordinator based on an assessment of actual or potential factors associated with high risk, such as HIV, hepatitis, hepatitis B, substance use or domestic violence.

Humana Healthy Horizons providers should refer all pregnant women, breastfeeding and postpartum women, and infants and children up to age 5, to the local Women, Infants, and Children (WIC) office:

- Participating providers of Humana Healthy Horizons should provide:
 - A completed Florida WIC program medical referral form with the current height or length and weight (taken within 60 calendar days of the WIC appointment)
 - Hemoglobin or hematocrit test results
 - Documentation of any identified medical/nutritional issue
- For subsequent WIC certifications, providers should coordinate with the local WIC office.

Clinical contacts

- Case management: **800-322-2758**
- 24-hour nurse advice line: **800-477-6931 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Availity Essentials provider portal

- Web: **Learn about Availity** (Provider.humana.com/working-with-us/self-service-portal) and **Availity Essentials™** (www.availity.com)
- Phone: **800-282-4548**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Claims

- Humana Healthy Horizons—MMA
Humana Claims Office
P.O. Box 14601
Lexington, KY 40512-4601
- Humana Healthy Horizons—Long-Term Care
Claims Department
P.O. Box 14732
Lexington, KY 40512-4601
- Humana Claims Overpayment
P.O. Box 931655
Atlanta, GA 31193-1655

Provider complaints

Humana Healthy Horizons
Provider Correspondence
P.O. Box 14601
Lexington, KY 40512-4601
800-477-6931

Provider reconsiderations

Provider Grievances and Appeals
Humana Attn: Provider Reconsiderations
P.O. Box 14546
Lexington, KY 40521-4546

Clearinghouse information

The following are some of the many clearinghouses offering services to healthcare providers. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.

- Availity Essentials—preferred long-term care vendor: **www.availity.com** or **800-282-4548**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Waystar: **www.waystar.com** or **844-692-9782**
- TriZetto Provider Solutions: **www.trizetto.com** or **800-556-2231**
- The SSI Group: **www.thessigroup.com** or **800-820-4774**

Humana payer IDs

Fee-for-service claims: 61101

Encounter claims: 61102

Humana links

- Find a provider: **Provider search** (<https://finder.humana.com/finder/medical?customerId=1>)
- Provider homepage: **Humana Healthy Horizons in Florida (MMA)** (Provider.Humana.com/medicaid/florida-medicaid)
- Member homepage: **Humana Healthy Horizons in Florida** (Humana.com/medicaid/florida-medicaid)
- Prior authorization lists: **Provider prior authorization and notification lists** (Provider.Humana.com/coverage-claims/prior-authorizations/prior-authorization-lists)
- Expanded benefits: **Extra programs and services** (Humana.com/medicaid/florida-medicaid/medicaid-extras/expanded-benefits)

Provider training and education

As a Humana Healthy Horizons provider, you are required to complete all necessary training identified within your contract during your initial Humana Healthy Horizons orientation. All training must be completed within the first 30 calendar days of your Medicaid contract. You also must ensure that your affiliated participating providers and staff members are trained on mandatory compliance materials.

As part of the training requirements, you must complete training on the following topics:

- **Provider orientation** (https://assets.humana.com/is/content/humana/Provider_orientation_and_trainingpdf)
- **Fraud, waste and abuse** ([Humana.com/legal/fraud-waste-and-abuse](https://assets.humana.com/legal/fraud-waste-and-abuse))
- **Cultural competency** (https://assets.humana.com/is/content/humana/Cultural_Competency_Trainingpdf)
- **Health, safety and welfare** (https://assets.humana.com/is/content/humana/Health_Safety_Welfare_Trainingpdf)

You are required to complete compliance training and fraud, waste and abuse training, as well as implement specific controls for the prevention and detection of potential or suspected fraud and abuse as required by Section 6032 of the Federal Deficit Reduction Act of 2005. Providers and authorized users can access these online training modules 24 hours a day, seven days a week via www.availity.com. Sign into Availity Essentials using your existing user ID and password. If you do not already have access to Availity Essentials, your organization's administrator may create a new user for this purpose. Within Availity Essentials, the administrator should:

1. Select Payer Spaces—Humana.
2. Select Resources.
3. Select Humana Compliance Events.

For additional provider training, please see the **compliance training materials** (Provider.Humana.com/medicaid/florida-medicaid/compliance-training-materials) section of the Humana Healthy Horizons website.

Additional education and training opportunities are available on our **Humana Healthy Horizons provider website** (Provider.Humana.com/medicaid/florida-medicaid) and through our continuing education (CE) program for medical and nonmedical network providers via Relias, a web based CE library. With more than 300 modules to choose from and over 500 hours of CE credits available, the training modules in Relias provide integrated information to support comprehensive care and address unique member needs. Relias offers courses designed to help you succeed in the emerging value-based healthcare delivery system.

Humana Healthy Horizons also has created a resource guide to support providers, clinicians and care teams in screening and addressing the social health needs of members. This resource guide is available to network providers on the **compliance training materials** (Provider.Humana.com/medicaid/florida-medicaid/compliance-training-materials) section of the Humana Healthy Horizons website and is designed to support network providers in:

- Understanding the impacts of unmet health needs
- Screening members using evidence-based screening tools
- Supporting the discussion of social determinants of health with members and providing member-specific resources and support
- Offering guidance for documentation and coding to monitor and follow up with members of resource referral, ultimately leading to improved health outcomes

Additionally, Humana Healthy Horizons supports providers in providing competent language services and offers additional training to providers on the provision of language services.

Provider training and education

humana.com/FLeducation.

Humana Healthy Horizons has a targeted OB-GYN training guide found at https://assets.humana.com/is/content/humana/Humana_Healthy_Horizons_in_Florida_HumanaBeginnings_Provider_Orientation_Trainingpdf.

Humana Healthy Horizons requires OB-GYN providers to attend one Screening, Brief Intervention and Referral to Treatment (SBIRT) training a year. Humana Healthy Horizons will host a quarterly virtual training focused on SBIRT. If you cannot attend, please navigate to www.brainshark.com/1/player/humana?custom=sbirtv2 to view. Attestation is required.

Provider contracting and credentialing

Provider contracting:

Contracting opportunities:

- Email: RequestToJoin@humana.com
- Provider updates: Contact your provider contracting representative

Provider credentialing:

- Email questions to: CredentialingInquiries@humana.com

AHCA provider enrollment:

- **Agency provider enrollment policy** (https://ahca.myflorida.com/content/download/5923/file/59G-1.060_Enrollment.pdf)
- **Provider enrollment website** (https://portal.flmmis.com/flpublic/Provider_ProviderServices/Provider_Enrollment/tabid/42/desktopdefault/+Default.aspx)
- Provider enrollment helpline: **800-289-7799**, option 4
- **Provider enrollment references and training** (https://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Training/tabId/46/Default.aspx?desktopdefault=%20)

Nonemergency transportation

Modivcare nonemergency transportation contact information

Modivcare phone number/reservation line: **866-779-0565**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time

- Transportation covered: Nonemergency medical transportation (ambulatory, wheelchair, stretcher van, mass transit; does not include emergency ambulance services)
- After-hours: **866-779-0565**
- Billing: **800-930-9060**

Florida Medicaid ride assistance (Where's My Ride): **866-779-0565 (TTY: 711)**, 24 hours a day, seven days a week

- Reservations need to be made at least 72 hours in advance and no more than 30 days prior to the appointment.

Escalations: Contact Humana Healthy Horizons, **800-477-6931 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Access Behavioral Health (ABH)—Region A

Phone: **866-477-6725**, Monday – Friday, 8 a.m. – 5 p.m., Central time

Email: **ABHinfo@lifeviewgroup.com**

Referral support: **866-477-6725**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time

Email: **ABHinfo@lifeviewgroup.com**

Claims: **850-469-3631**

Email: **ABHbilling@lifeviewgroup.org**

Access Behavioral Health

Attn: Claims

1221 W. Lakeview Ave.

Pensacola, FL 32501

General and administrative: **ABHQualityDepartment@lifeviewgroup.org**

Authorization support: **866-477-6725**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time

Email: **ABHreferral@lifeviewgroup.org**

Crisis line

The mobile response team (MRT) provides 24/7 intervention and support and is available to respond within 60 minutes via telephone triage or in person.

- Lakeview Center MRT (**866-517-7766**) serves Escambia, Okaloosa, Santa Rosa and Walton counties.
- Life Management Center MRT (**850-522-4485**) serves Bay, Calhoun, Gulf, Holmes, Jackson and Washington counties.
- Apalachee Center MRT (800-342-0774) serves Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla counties.

ABH website: **<https://abhfl.org/provider-resources/>**

Carelon Behavioral Health—Regions B–I

Provider inquiries: **800-397-1360**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Email: **Provider.Relations.FL@carelon.com**

Referral support: **BH_CM@carelon.com**

Claims:

Carelon Behavioral Health

P.O. Box 1870

Hicksville, NY 11820-1870

888-778-4651

General and administrative inquiries:

Carelon Behavioral Health

P.O. Box 1872

Hicksville, NY 11802-1870

The authorization support contact number is on the back of the member's ID card.

Crisis line information: Suicide and Crisis Lifeline—**988**

Website links:

www.carelonbehavioralhealth.com/providers/contact-us

www.carelonbehavioralhealth.com/about-us

www.carelonbehavioralhealth.com/providers/resources

www.carelonbehavioralhealth.com/providers/resources/provider-toolkit

www.carelonbehavioralhealth.com/providers/resources/medical-necessity-criteria

www.carelonbehavioralhealth.com/providers/resources/clinical-practice-guidelines