



# Humana Healthy Horizons in Florida

## Managed Medical Assistance

### Primary Care Provider Quick Guide

#### Primary care provider (PCP) quick guide

Primary care provider (PCP): A health plan staff or contracted physician practicing as a general or family practitioner, internist, pediatrician, obstetrician, gynecologist, advanced registered nurse practitioner, physician assistant or other specialty approved by the agency, who furnishes primary care and patient management services to a member and refers the member to a specialist when necessary.

A PCP submits referrals, when necessary, for members to see specialists for care. Referrals can be submitted or requested in the following ways:

- Call **866-856-8974**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time
- Fax a request to **813-321-7220**
- Submit a referral through Availity Essentials™

#### PCP billing guidance

Coding requirements: A CMS-1500/HCFA Professional Claim Form is required when submitting claims.

#### Referrals for specialist

Providers referring members to a specialist should submit a referral using Availity Essentials at [www.availity.com](http://www.availity.com).

#### New and established patient panels

Providers should notify Humana Healthy Horizons® in Florida of open panel status if you are able to take on new patients.

#### Provider fee schedule

It is important the provider bills the most appropriate modifiers, referral and diagnosis codes on the claim form.

- Adult health screening services
  - One adult health screening every 365 days, for recipients 21 years and older
- Child health check-up services
  - Preventive medicine services for recipients younger than 21 years, in accordance with American Academy of Pediatrics periodicity schedules

## Humana Healthy Horizons® in Florida

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

## Primary care provider billing guidance

- Custodial care facility services and nursing facility services
  - One evaluation and management visit per month, per recipient
- Office visits
  - As medically necessary for recipients younger than 21 years and pregnant recipients 21 years and older
  - Up to two office visits per month, per specialty, for recipients 21 years and older

Please see Rule 59G-4.002, Provider Reimbursement Schedules and Billing Codes at <https://ahca.myflorida.com/medicaid/rules/rule-59g-4.002-provider-reimbursement-schedules-and-billing-codes> and navigate to the most appropriate promulgated fee schedule aligning dates of service for billed PCP services.

### Telehealth

Providers must include the modifier GT or 95 on their CMS-1500 claim form.

### After hours

Providers should clearly state their regular hours of operation on their website, signage and marketing materials.

Please be sure to report the hours of operation to Humana Healthy Horizons for accurate reporting in our directory.

### After-hours codes

- **99050:** Service(s) is/are provided in the office at times other than regularly scheduled office hours, or days when the office is normally closed (e.g., holidays, Saturday or Sunday), in addition to basic service.
- **99051:** Service(s) is/are provided in the office during regularly scheduled evening, weekend or holiday office hours, in addition to basic service.

### MediKids

Humana Healthy Horizons is committed to providing **MediKids** ([www.ahca.myflorida.com/medicaid/medicaid-policy-quality-and-operations/medicaid-policy-and-quality/medicaid-policy/program-policy/florida-kidcare-title-xxi-children-s-health-insurance-program-chip/what-is-medikids](http://www.ahca.myflorida.com/medicaid/medicaid-policy-quality-and-operations/medicaid-policy-and-quality/medicaid-policy/program-policy/florida-kidcare-title-xxi-children-s-health-insurance-program-chip/what-is-medikids)) vaccines to children, offering providers an efficient billing and payment process.

- Providers should bill the appropriate vaccine and administration code(s) when these services are rendered to children 1 to 4 years.
- The vaccine administration reimburses providers for covered services at the rates defined on the Florida Agency for Health Care Administration (AHCA) Management Medical Assistance (MMA) Physician Incentive Program (MPIP) site for the corresponding year.

Note: Providers who qualify for MPIP, as well as those who did not qualify, receive payment for the vaccine and vaccine administrations.

## Primary care provider billing guidance

### Vaccines for Children (VFC) Program

Humana Healthy Horizons is committed to providing vaccines to children through the VFC Program ([www.floridahealth.gov/programs-and-services/immunization/vaccines-for-children/index.html](http://www.floridahealth.gov/programs-and-services/immunization/vaccines-for-children/index.html)), offering providers an efficient billing and payment process.

- Providers should bill the appropriate vaccine and administration code(s) when vaccines are rendered to children from birth to age 18.
- The VFC Program provides vaccines at no charge to providers.
- Children from birth to age 18 are eligible for immunization under the VFC Program.
- Any provider who treats children from birth to age 18 and who participates in the VFC Program can provide these vaccinations.
- Pharmacy providers enrolled in the VFC Program also are covered.

## Provider relations and other helpful contacts

### Provider relations

Contact your local provider relations representative:

- Email: [FLMedicaidPR@humana.com](mailto:FLMedicaidPR@humana.com)

### Call centers and website

- Provider/member call center: **800-477-6931**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Pharmacy call center: **800-555-2546**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Humana Healthy Horizons in Florida website: [Humana.com/HealthyFL](http://Humana.com/HealthyFL)
- **Humana Healthy Horizons Provider Resource Guide** ([https://assets.humana.com/is/content/humana/7123%20FL%20PROV%20Resouce%20Guide\\_2025pdf](https://assets.humana.com/is/content/humana/7123%20FL%20PROV%20Resouce%20Guide_2025pdf))
- Pharmacy website: [Humana.com/FLPharmacy](http://Humana.com/FLPharmacy)

## Primary care responsibilities

- Provide a health screening evaluation, including a comprehensive health and developmental history and past medical history assessment
- Provide developmental history behavioral health status
- Conduct a comprehensive unclothed physical examination
- Conduct developmental assessment
- Conduct nutritional assessment
- Immunize, as indicated in the appropriate Centers for Disease Control and Prevention (CDC) Recommended Childhood Immunization Schedule
- Offer health education, including anticipatory guidance
- Conduct a dental screening, including a direct referral to a dentist for members beginning at three years of age or earlier as indicated
- Conduct a vision screening, including objective testing, as required

### Primary care responsibilities

- Conduct a hearing screening, including objective testing, as required
- Provide diagnosis and treatment
- Provide referral to a specialist, as needed, and follow-up as appropriate
- Provide blood-lead screenings for covered children/adolescents under their care. For children/adolescents who the PCP identifies through blood-lead screenings as having abnormal levels of lead, the PCP should provide case management follow-up services as required in Chapter 2 of the Well-Child Visits Coverage and Limitations Handbook. Screening for lead poisoning is a required component of health screening. Humana Healthy Horizons requires all providers to screen all enrolled children for lead poisoning at 12 and 24 months of age. In addition, children between the ages of 12 months and 72 months must receive a blood-lead screening test if there is no record of a previous testing. The PCP should provide additional diagnostic and treatment services determined to be medically necessary to a child diagnosed with an elevated blood-lead level. The PCP should recommend, but not require, the use of paper filter tests as part of the lead screening requirement.
- Inform members of all due testing/screenings, in accordance with the periodicity schedule specified on the [AHCA website](http://www.ahca.myflorida.com/medicaid/child-health-services/medicaid-well-child-visits) at [www.ahca.myflorida.com/medicaid/child-health-services/medicaid-well-child-visits](http://www.ahca.myflorida.com/medicaid/child-health-services/medicaid-well-child-visits). The PCP should contact members to encourage them to obtain health assessments and preventive care.
- Refer members to appropriate service providers within four weeks of an examination to further assess and treat conditions found during the examination; referrals can be made by PCPs and OB-GYNs.
- Provide fluoride treatment for children/adolescents even if the health plan does not provide dental coverage.
- Offer scheduling assistance and transportation to members to assist them to keep, and travel to, medical appointments.
- The well-child program includes the maintenance of a coordinated system to follow the member through the entire range of screening and treatment requirements, as well as supplying Child Health Check-Up Program (CHCUP) training to medical care providers.
- Pursuant to s. 409.975(5), F.S., Humana Healthy Horizons strives to achieve a well-child visit screening rate of at least 80% for those members who are continuously enrolled for at least eight months during the federal fiscal year (Oct. 1 to Sept. 30). This screening compliance rate is based on the CHCUP screening data reported by the PCP and is due to the agency by July 1 following the end of each federal fiscal year. For each federal fiscal year that the Humana Healthy Horizons in Florida Provider Network does not meet the 80% screening and participation rate, Humana Healthy Horizons in Florida must submit quarterly updates in the Performance Measure Action Plan (PMAP) to AHCA.

### Clinical contacts

- Case management: **800-322-2758**, Monday – Friday, 8 a.m. – 6p.m.
- 24-hour nurse advice line: **800-477-6931**, 24 hours a day, 7 days a week

### Availity Essentials provider portal

- Web: Availity Essentials provider self-service portal:  
**<https://provider.humana.com/working-with-us/self-service-portal>**
- Availity Essentials: <https://apps.availity.com/web/onboarding/availity-fr-ui/#/login>
- Phone: **800-282-4548**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time

### Claims

<b>Humana Healthy Horizons – Managed Medical Assistance (MMA)</b> Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601	<b>Humana Healthy Horizons – Long-Term Care (LTC)</b> Claims Department P.O. Box 14732 Lexington, KY 40512-4732	Humana Claims Overpayment P.O. Box 931655 Atlanta, GA 31193-1655
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### Provider complaints

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

**800-477-6931**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

### Provider reconsiderations

Provider Grievances and Appeals  
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 LTC vendor: [www.Availity.com](http://www.Availity.com) or **800-282-4548**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Waystar®/ZirMed®: [www.zirmed.com](http://www.zirmed.com) or **844-692-9782**
- TriZetto®: [www.trizetto.com](http://www.trizetto.com) or **800-556-2231**
- The SSI Group: [www.thessigroup.com](http://www.thessigroup.com) or **800-881-2739**

### Humana payer IDs

Fee-for-service claims: 61101  
Encounter claims: 61102

## Humana links

- Find a provider: [www.finder.humana.com/finder/medical?customerId=1](http://www.finder.humana.com/finder/medical?customerId=1)
- Provider homepage: [Humana.com/HealthyFL](http://Humana.com/HealthyFL)
- Member homepage: [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)
- Prior authorization list: [Humana.com/PAL](http://Humana.com/PAL)
- Expanded benefits: [Humana.com/FloridaBenefits](http://Humana.com/FloridaBenefits)

## Provider training and education

### [Humana.com/FLTraining](http://Humana.com/FLTraining)

#### Specialized education for providers screening members for HIV/AIDS or serious mental illness

Providers are required to complete formal training and verify completion of training in the use of evidence-based assessment tools, instruments and techniques for identifying individuals with unmet health needs. The training and screening tool is available to you online. Additional training on topics including severe mental illness and HIV/AIDS is available via Relias to help you treat affected Humana Healthy Horizons-covered patients.

## Provider contracting and credentialing

### Provider contracting

Contracting opportunities:

- Email: [requesttojoin@humana.com](mailto:requesttojoin@humana.com)
- Provider updates: Contact your provider contracting representative

### Provider credentialing

- Email questions to: [Credentialinginquiries@humana.com](mailto:Credentialinginquiries@humana.com)

### AHCA provider enrollment

- **Agency Provider Enrollment Policy**
- Provider enrollment website: [https://portal.flmmis.com/flpublic/Provider\\_ProviderServices/Provider\\_Enrollment/tabid/42/desktopdefault/+Default.aspx](https://portal.flmmis.com/flpublic/Provider_ProviderServices/Provider_Enrollment/tabid/42/desktopdefault/+Default.aspx)
- Provider enrollment helpline: **800-289-7799**, option 4, Monday – Friday, 8 a.m. – 5 p.m., Eastern time
- Provider enrollment references and trainings: [https://portal.flmmis.com/FLPublic/Provider\\_ProviderServices/Provider\\_Training/tabId/46/Default.aspx?desktopdefault=%20](https://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Training/tabId/46/Default.aspx?desktopdefault=%20)

## Nonemergency transportation

### Modivcare nonemergency transportation contact information

<b>Modivcare phone number/ reservation line</b>	Phone: <b>866-779-0565</b>
<b>Hours of operation</b>	Monday – Friday, 8 a.m. – 5 p.m., Eastern time
<b>Transportation covered</b>	Nonemergency medical transportation: ambulatory, wheelchair, stretcher van, mass transit (Does not include emergency ambulance services)

<b>After hours</b>	Phone: <b>866-799-0565</b> , 24 hours a day, 7 days a week
<b>Ride assistance</b>	Florida Medicaid Ride Assistance (Where's My Ride?) <b>866-799-0565</b> , 24 hours a day, 7 days a week
<b>Reservations</b>	Reservations must be made at least 72 hours in advance and no more than 30 days prior to the appointment.
<b>Billing</b>	Phone: <b>800-930-9060</b> Email: <a href="mailto:virgina.billingoperations@modivcare.com">virgina.billingoperations@modivcare.com</a>
<b>Escalations</b>	Contact Humana Healthy Horizons <b>888-998-7732</b> , Monday – Friday, 8 a.m. – 5 p.m., Eastern time
<b>Access Behavioral Health (ABH) – Region A</b>	
<b>Provider inquires</b>	Phone: <b>866-477-6725</b> Email: <a href="mailto:abhinfo@lifeviewgroup.com">abhinfo@lifeviewgroup.com</a>
<b>Referral support</b>	Phone: <b>866-477-6725</b> , Monday – Friday, 8 a.m. – 5 p.m., Eastern time Email: <a href="mailto:abhreferral@lifeviewgroup.org">abhreferral@lifeviewgroup.org</a>
<b>Claims</b>	Phone: <b>850-469-3631</b> Email: <a href="mailto:abhbilling@lifeviewgroup.org">abhbilling@lifeviewgroup.org</a>  Access Behavioral Health Attn: Claims 1221 W Lakeview Ave. Pensacola, FL 32501
<b>Grievances and Appels (G&amp;A)</b>	Provider G&A: <a href="mailto:ABHQualityDepartment@lifeviewgroup.org">ABHQualityDepartment@lifeviewgroup.org</a>
<b>Authorization support</b>	Phone: <b>866-477-6725</b> Email: <a href="mailto:abhreferral@lifeviewgroup.org">abhreferral@lifeviewgroup.org</a>
<b>Crisis line</b>	Crisis Line: 988  Mobile Response Team provides 24/7 intervention and support and is available to respond within 60 minutes via telephone triage or in person.  <ul style="list-style-type: none"> <li>• Lakeview Center MRT (<b>866-517-7766</b>) serves Escambia, Santa Rosa, Okaloosa and Walton counties. This number is also available on the Lakeview Center website.</li> <li>• Life Management Center MRT (<b>850-522-4485</b>) serves Bay, Calhoun, Gulf, Homes, Jackson and Washington counties.</li> <li>• Apalachee Center MRT (<b>800-342-0774</b>) serves Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla counties.</li> </ul>

<b>Website/links</b>	<ul style="list-style-type: none"> <li>• <a href="https://abhfl.org/provider-resources/">https://abhfl.org/provider-resources/</a></li> <li>• <a href="https://abhfl.org/wp-content/uploads/2023/04/ABH-Provider-Handbook-d070b2a.pdf">https://abhfl.org/wp-content/uploads/2023/04/ABH-Provider-Handbook-d070b2a.pdf</a></li> <li>• About Inpatient Hospital Admissions and More (abhfl.org)</li> </ul>
<b>Carelon Behavioral Health – Region B-I</b>	
<b>Provider inquires</b>	Phone: <b>800-397-1630</b> , Monday – Friday, 8 a.m. – 8 p.m., Eastern time Email: <a href="mailto:Provider.Relations.FL@carelon.com">Provider.Relations.FL@carelon.com</a>
<b>Referral support</b>	<a href="mailto:BH_CM@carelon.com">BH_CM@carelon.com</a>
<b>Claims</b>	Carelon Behavioral Health P.O. Box 1870 Hicksville, NY 11802-1870 <b>844-265-7590</b>
<b>G&amp;A</b>	Carelon Behavioral Health P.O. Box 1872 Hicksville, NY 11802-1872
<b>Authorization support</b>	Contact number on the back of the member’s card
<b>Crisis line information</b>	988 or 800 Front Door
<b>Website/links</b>	<ul style="list-style-type: none"> <li>• <a href="http://www.carelonbehavioralhealth.com/providers/contact-us">www.carelonbehavioralhealth.com/providers/contact-us</a></li> <li>• <a href="http://www.carelonbehavioralhealth.com/about-us">www.carelonbehavioralhealth.com/about-us</a></li> <li>• <a href="http://www.carelonbehavioralhealth.com/providers/resources">www.carelonbehavioralhealth.com/providers/resources</a></li> <li>• <a href="http://www.carelonbehavioralhealth.com/providers/resources/provider-toolkit">www.carelonbehavioralhealth.com/providers/resources/ provider-toolkit</a></li> <li>• <a href="http://www.carelonbehavioralhealth.com/providers/resources/medical-necessity-criteria">www.carelonbehavioralhealth.com/providers/resources/medical-necessity-criteria</a></li> <li>• <a href="http://www.carelonbehavioralhealth.com/providers/resources/clinical-practice-guidelines">www.carelonbehavioralhealth.com/providers/resources/ clinical-practice-guidelines</a></li> </ul>