



Humana.

# Medicaid Pharmacy Orientation and Annual Provider Training

Humana Healthy Horizons in Louisiana  
2025

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# 01 | Welcome

Humana, headquartered in Louisville, Kentucky, puts health first for our teammates, our customers and our company. Through our Humana insurance services and our CenterWell® healthcare services, we make it easier for the millions of people we serve to achieve their best health by delivering the care and service they need when they need it. These efforts are leading to a better quality of life for people with Medicare or Medicaid, families, individuals, military service personnel, and communities at large.

Humana Pharmacy Solutions® (HPS) provides pharmacy benefits management services for Humana Healthy Horizons® in Louisiana. We appreciate your role in delivering quality pharmacy services to our Medicaid members. This training will assist your pharmacy staff in processing prescription claims for Humana plans and pertains exclusively to Humana Medicaid members enrolled in a Humana health plan.

## 02 | Medicaid plan basics

### Purpose of Medicaid plans

- Medicaid is a program run by the federal government and state governments that helps people with limited income pay for medical costs.
- Medicaid plans may have different names in different states, and coverage can vary by state.
- By contracting with various types of managed care organizations, states' objectives are to:
  - ✓ Improve the member's experience in accessing and receiving person-centered care
  - ✓ Improve the quality of healthcare and long-term services
  - ✓ Improve care coordination and access to enhanced services
  - ✓ Improve the performance quality of providers and suppliers of services
  - ✓ Reduce costs and avoid unnecessary procedures
  - ✓ Promote independence in the community



**Medicaid is the payer of last resort. Medicaid may not pay for a Medicare Part D drug for Medicare-eligible individuals.**

## 03 | Medicaid state-specific information

### Louisiana–Humana Healthy Horizons in Louisiana

- Humana Healthy Horizons in Louisiana is required to cover all pharmacy services for Humana Healthy Horizons for Louisiana members.
- Humana Healthy Horizons in Louisiana uses criteria from the Louisiana Department of Health (LDH) in determining prior authorization, quantity limits and age limits.
- To access the Humana pharmacy manual, visit [Pharmacy Forms and Manuals – Humana](#).
- To access the Louisiana PDL, visit the [Medicaid Preferred Drug List \(PDL\)/Non-Preferred Drug List \(NPDL\)](#).

#### 30-day supply

- Medications are limited to a 30-day supply for medications not on the maintenance medication list.
- A 90-day supply is allowed for medications on the [maintenance medication list](#).

#### OTC benefit

- A \$75 per member over-the-counter (OTC) benefit allowance is available through CenterWell Pharmacy® mail-order benefit per quarter.
- Unused amounts do not roll over to the next quarter.

# 03 | Medicaid state-specific information

## Louisiana—Humana Healthy Horizons in Louisiana

### Copayments

- Some adult members will pay a small copayment for their prescriptions. The copayments for prescriptions are as follows:

Copayment amount	Calculated state payment of drug
\$0	\$5 or less
\$0.50	\$5.01 to \$10.00
\$1	\$10.01 to \$25.00
\$2	\$25.01 to \$50.00
\$3	\$50.01 or more

### Opioids

- HPS enforces point-of-sale opioid dispensing limits based on LDH recommendations on prescription supply limits.
  - Acute pain: 7-day quantity limit for opioid-naïve members or morphine milligram equivalent (MME) limit of 90 milligrams per day, whichever is less. Opioid-naïve members are members with no opioid claims in the most current 90 days.
  - Chronic pain: MME limit of 90 milligram per day for all opioid prescriptions.

## 04 | Credentialing and contracting

### Humana pharmacy credentialing

Humana requires all network pharmacies to be credentialed during the initial contracting process and to be recredentialed at least every 3 years. The recredentiaing request is sent to the pharmacy by fax and requires the pharmacy to return a recredentiaing application, which includes:

- Pharmacy's state licensure information
- Pharmacy's U.S. Drug Enforcement Administration licensure information
- Signed and dated attestation stating the pharmacy is free of sanctions imposed by federal, state and local authorities
- Copy of current professional liability insurance coverage that meets or exceeds a minimum requirement of \$1 million in aggregate
- Pharmacy's National Council for Prescription Drug Programs (NCPDP) number
- Active Medicaid provider ID

Pharmacies that do not meet Humana's required standards, which include having an active state Medicaid provider ID and not being listed on the applicable state exclusion list or on the federal exclusion lists, will be removed from Humana's pharmacy network.

# 04 | Credentialing and contracting

## Contracting process

Visit [Humana's pharmacy resources](#) website and:

1. Select **Pharmacy manuals and forms**.
2. Scroll down and select **Network request forms** under **Manuals and forms**.
3. Choose **Pharmacy Contract Request Form**.
4. Complete the online form. Print and submit the document using the instructions on the form.

To check the status of your credentialing or contract, please direct inquiries to Humana Pharmacy Networks at [PharmacyContracting@humana.com](mailto:PharmacyContracting@humana.com) or by fax at 877-650-2334.

# 04 | Credentialing and contracting

## Contracting process—required information

- Pharmacy NCPDP
- Pharmacy NPI
- Pharmacy DBA name
- Pharmacy legal name
- Pharmacy physical address
- Pharmacy phone number
- Pharmacy fax number
- Pharmacy contracting contact name
- Pharmacy owner
- Pharmacy mailing address (if different from physical address)
- Tax Identification number
- Medicaid ID
- Email address
- Type of contract (e.g., retail, long-term care/assisted living, hospice, 340B)
- Organizational structure form

# 05 | Complaints

## Pharmacy complaint system

Humana corporate management provides and promotes numerous strategies for addressing complaints and/or disputes from pharmacies based on issue type:

### **SS&C Health system issues**

- All pharmacies contracted with Humana are encouraged to call the SS&C Health Help Desk at 866-211-9459 for questions or complaints related to a system issue or claims transaction.

### **Pharmacy initiative inquiries**

- Humana's dedicated pharmacy telephone support unit can be reached at 888-204-8349, Monday – Friday, 7 a.m. – 4 p.m., to help with pharmacy inquiries and complaints related to specific corporate pharmacy management initiatives.

# 05 | Complaints

## Pharmacy complaint system (continued)

### Pricing dispute process

Network pharmacies have the right to submit a request to appeal, investigate or dispute the maximum allowable cost (MAC) reimbursement amount to Humana. The pharmacy may submit its request to appeal, investigate or dispute MAC pricing in writing to Humana by fax at 855-381-1332, by email at [PharmacyPricingReview@humana.com](mailto:PharmacyPricingReview@humana.com) or through the Pharmacist Portal using the Pharmacy Pricing Review Request. The pharmacy may call Humana at 888-204-8349 to speak to a representative regarding its request.

Humana will respond to the network pharmacy's request within 5 business days of receipt by Humana. The pharmacy is responsible for resubmitting the claim and for collecting and/or refunding any copayment amount.

## 06 | Prior authorization

For information about prior authorization, visit Humana's [prior authorization for pharmacy drugs](#) website.

- Providers with requests related to medication prior authorization, quantity limits and medication exceptions can submit them to Humana Clinical Pharmacy Review (HCPR) in the following ways:
  - Obtain the [form](#) at Humana's [prior authorization for pharmacy drugs](#) website and fax them to the number located on the form.
  - Submit requests electronically by visiting Humana's [CoverMyMeds® website](#).
  - Submit requests by fax to 877-486-2621.
  - Call HCPR at 800-555-CLIN (2546), Monday – Friday, 7 a.m. – 7 p.m.
- For prescription drugs delivered/administered in a provider's office, clinic, outpatient setting or home setting:
  - Complete the appropriate fax form at Humana's [prior authorization for professionally administered drugs](#) website and fax it to Humana.
  - Call 866-461-7273, Monday – Friday, 7 a.m. – 5 p.m.
  - Submit request by fax to Humana's Medication Intake Team (MIT) at 888-447-3430.

# 07 | Claims and audits

## Submitting pharmacy claims

All participating pharmacies must comply with NCPDP transaction standards for pharmacy drug claims, coordination of benefits and related pharmacy services. Submit claims using the following BIN and PCN:

BIN	PCN	Group Number
610649	03191502	LAM01

## Submitting paper claims

Send paper claims to the following address for processing:

Humana Claims  
P.O. Box 14359  
Lexington, KY 40512-4359

Pharmacies may call 800-865-8715, 24 hours a day, 7 days a week, with questions and concerns regarding claims.

# 07 | Claims and audits

## Submitting CII claims

The Centers for Medicare & Medicaid Services (CMS) ruling CMS-0055-F mandates that a valid Quantity Prescribed (NCPDP field 460-ET) is submitted on all federally designated Controlled Substance Schedule II (CII) drug claims. This impacts pharmacy claim data submissions, processor adjudication edits to validate the Quantity Prescribed and payer sheet updates to include the Quantity Prescribed field.

If the field (Quantity Prescribed 460-ET) is not populated for a CII drug, you will receive NCPDP reject code ET. Enter a valid quantity prescribed and resubmit.

Download the [CII claim bulletin](#) for additional information.

# 07 | Claims and audits

## Pharmacy audit program

The Humana pharmacy audit program:

- Helps ensure the validity and accuracy of pharmacy claims for its clients, including CMS and state agencies overseeing a program for Medicaid-eligible beneficiaries
- Helps ensure compliance with the provider agreement between Humana and its network pharmacies
- Helps ensure compliance with federal and state laws/regulations and drug-specific requirements
- Educates network pharmacies regarding proper submission and documentation of pharmacy claims

Claim-specific audit objectives include, but are not limited to, correction of the following errors:

- Dispensing unauthorized, early or excessive refills
- Dispensing an incorrect drug
- Billing the wrong number
- Billing an incorrect physician
- Using an NCPDP/NPI number inappropriately
- Submitting invalid pharmacy service type
- Submitting invalid patient residence code
- Calculating the days' supply incorrectly
- Using a dispense-as-written code incorrectly
- Overbilling quantities
- Not retaining/providing the hard copy of prescriptions or a signature log/delivery manifest
- Paying claims to the incorrect benefit

## 08 | Clinical management programs

Humana's health and wellness programs guide members throughout their healthcare journey while encouraging them to take an active role in their health.

For an overview of Humana's clinical management programs, visit Humana's [health and wellness resources for providers](#) website.

### **Utilization management**

Certain prescriptions must undergo a criteria-based approval process prior to a coverage decision. LDH's Pharmacy and Therapeutics Committee reviews medications based on safety, efficacy and clinical benefit and may make additions or deletions to the list of prescription drugs requiring prior authorization. For information on prior authorizations, visit Humana's [prior authorization for pharmacy drugs](#) website.

### **MTM Program (where available)**

The MTM Program seeks to enhance a member's medication therapy and minimize adverse drug reactions.

Humana's MTM Program utilizes telephone-based consultation services for ambulatory and institutional beneficiaries. Humana works with internal and external pharmacists to provide telephonic MTM services.

# 08 | Clinical management programs

## Lock-in program

Humana's lock-in program helps members manage their use of prescription medications to prevent overuse of benefits and reduce unnecessary costs to Medicaid while providing an appropriate level of care for the member.

If you or the member have questions, please contact Humana in 1 of the following ways:

- Call 833-410-2496, Monday – Friday, 7 a.m. – 4:30 p.m. After-hours, please leave a voicemail with the member name, member ID number, case number, contact phone number and a detailed description of your request.
- Fax number: 502-996-8184
- Email: [CPORM@humana.com](mailto:CPORM@humana.com)

# 09 | Online resources

## Pharmacy provider website—public

Visit Humana's [pharmacy resources website](#) to find:

- Humana payer sheets
- Humana Pharmacy Solutions Audit and Claim Review Guide
- Pharmacy provider manuals
- Pharmacy news bulletins
- LI NET documents
- Compliance requirements
- Training resources
- Tools and resources (e.g., coverage determinations, Humana PDLs, RxMentor)

# 09 | Online resources

## Pharmacist Portal—secure

The Pharmacist Portal (registration required) is a free resource available to any Humana-contracted pharmacy where pharmacists can:

- Search for MAC pricing
  - Send a Pharmacy Pricing Review Request
  - Check member eligibility and prior authorizations status and search for member claims
  - Send email inquiries directly from the portal to Humana
  - Access pharmacy news and bulletins
- 
- For access, visit Humana’s [website](#), select the **Sign in** button, choose “Activate online account” and select registration type.
  
  - For registration help:
    - Send an email to [PharmacyContracting@humana.com](mailto:PharmacyContracting@humana.com) (include the pharmacy name, NPI, pharmacy contact name and contact phone number)

## 10 | Contact information

<p><b>Pharmacy Help Desk</b></p> <p>Dedicated telephone support unit that provides guidance for calls related to pharmacy claims.</p>	<p>For refill-too-soon overrides and prior authorization status, call 1-833-252-1677, 24 hours a day, 7 days a week.</p>
<p><b>Humana Clinical Pharmacy Review (HCPR)</b></p> <p>For medication supplied by a pharmacy and billed through the pharmacy benefit: medication prior authorization, quantity limits and medication exceptions.</p> <p>Humana Drug Lists: Visit the <a href="#">Humana Drug Lists for providers website</a>.</p>	<p>To submit prior authorization requests:</p> <ul style="list-style-type: none"><li>• Obtain forms at Humana's <a href="#">prior authorization for professionally administered drugs website</a> or submit your request electronically by visiting Humana's <a href="#">CoverMyMeds website</a>.</li><li>• Submit request by fax to 877-486-2621.</li><li>• Call HCPR at 800-555-CLIN (2546) Monday – Friday, 7 a.m. – 7 p.m.</li></ul>
<p><b>Humana claims address</b></p>	<p>Humana Claims P.O. Box 14601 Lexington, KY 40512-4601</p>

## 10 | Contact information

<b>Humana Customer Care</b>	To obtain general Medicaid plan information, call:  1-800-448-3810 (TTY: 711) Monday – Friday, 7 a.m. – 7 p.m.
<b>Humana Ethics Help Line</b>	877-5-THE-KEY (584-3539)
<b>Humana medication intake team</b>  For prior authorization of medication supplied and administered in a physician’s office and billed as a medical claim (Part B for Medicare).	<b>Precertification process:</b> <ul style="list-style-type: none"><li>• Obtain forms at Humana’s <a href="#">prior authorization for professionally administered drugs</a> website.</li><li>• Submit request by fax to 888-447-3430.</li><li>• View preauthorization and notification lists at the <a href="#">Humana PAL website</a>.</li></ul> <b>Questions:</b> <b>Phone number:</b> 866-461-7273, Monday – Friday, 7 a.m. – 5 p.m.

## 10 | Contact information

<b>Humana pharmacist website (public)</b>	Visit Humana's <a href="#">pharmacist website</a> to access payer sheets, pharmacy news bulletins, the Humana Pharmacy Solutions Audit and Claim Review Guide, and many other resources.
<b>Humana Pharmacist Portal (secure) website assistance</b>	Email: <a href="mailto:Pharmacycontracting@humana.com">Pharmacycontracting@humana.com</a>
<b>Humana Pharmacy Solutions Network Contracting</b>	Pharmacy contract requests <b>Email:</b> <a href="mailto:PharmacyContractRequest@humana.com">PharmacyContractRequest@humana.com</a> <b>Phone number:</b> 888-204-8349, Monday – Friday, 7 a.m. – 4 p.m. <b>Fax number:</b> 866-449-5380
<b>Pharmacy appeals</b>	Humana Grievances and Appeals P.O. Box 14163 Lexington, KY 40512-4163

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