Medical foster care billing/claims payment overview

Humana Healthy Horizons' guidance on medical foster care services

Question	Response
What is the Humana Healthy Horizons strategy for contracting MFC services?	Humana Healthy Horizons continues to work directly with medical foster care (MFC) parents. It is not our intention to increase MFC provider administrative burden or require a rigorous contracting or credentialing process. When MFC parents appropriately submit claims in accordance with the guidelines in this document, Humana Healthy Horizons pays all state-limited or fully enrolled active-status healthcare providers immediately without authorization.
How should I bill Humana Healthy Horizons?	Providers can bill MFC services as a paper claim on the professional healthcare claim form (CMS-1500). The provider's Medicaid ID must be placed in box 33B of the form, or you can also bill through Availity. Atypical providers (providers who do not have a National Provider Identifier [NPI]) must register as an atypical provider and include their Medicaid ID number. Atypical providers must bill as followed: • 33A - BLANK • 33B - Medicaid ID in the specific format: ID qualifier code 1D with Medicaid ID (i.e. 1D124416400) Please ensure billed codes align with the fee schedule found at the end of this document.
Where should I send paper claims?	During and after the transition period, mail claims to: **Humana Healthy Horizons Claims Office** P.O. Box 14601 Lexington, KY 40512-4601

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<tr><th>Question</th><th>Response</th></tr>
<tr><td>Can I receive payments via electronic funds transfer (EFT)?</td><td>Yes. To set up or change EFT/electronic remittance advice (ERA) with multiple payers, you can use EnrollHub™.

To learn more, visit Humana.com/EPaymentInfo. How to request enrollment

1. Sign in to Availity Essentials™, and select Humana from the Payer Spaces menu.
2. From the Applications tab, select the ERA/EFT Enrollment app.
3. Select your organization’s Tax Identification Number.
4. Enter your contact info and other enrollment details and submit your request.

Note: 2 paper checks must be processed to complete security validation for EFT registration.</td></tr>
<tr><td>What will Humana Healthy Horizons’ reimbursement be?</td><td>We reimburse MFC services at 100% of Florida Medicaid fee schedules as long as they are billed with appropriate Healthcare Common Procedure Coding System (HCPCS) and modifier combination for Florida Department of Health (FDOH)-certified MFC providers registered with Medicaid and Humana Healthy Horizons.

<table>
<tr><th>Code</th><th>Modifier</th><th>Description of service</th><th>Service maximum fee</th></tr>
<tr><td>S5145</td><td>HA</td><td>Level I Medical Foster Care Service</td><td>$48.47 per day</td></tr>
<tr><td>S5145</td><td>TF</td><td>Level II Medical Foster Care Service</td><td>$60.59 per day</td></tr>
<tr><td>S5145</td><td>TG</td><td>Level III Medical Foster Care Service</td><td>$84.81 per day</td></tr>
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For more information, please see the AHCA Medical Foster Care Fee Schedule.</td></tr>
<tr><td>Does Humana Healthy Horizons require authorization for services?</td><td>No, Humana Healthy Horizons reimburses all billed services in accordance with the MFC fee schedule without authorization/referral requirements during and after the transition period.</td></tr>
<tr><td>Where can I access training material?</td><td>Provider reference materials: Humana.com/FloridaMedicaid

Access webinars: Humana interactive provider webinars

Availity Essentials: www.availity.com or 800-282-4548, Monday – Friday, 8 a.m. – 8 p.m., Eastern time</td></tr>
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Question	Response
Who do I contact at Humana Healthy Horizons with questions related to MFC services or if I need to escalate issues regarding claim payment?	Please email claims-related payment issue inquiries to **FLMedicaidResolution@humana.com**. For all other inquiries, please email **HumanaMedicaidCMAT@humana.com**. Arlene Silberman – Associate Director, Health Services **772-532-8242**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time Tatiana Goldberger – Manager, Enhanced Care Coordination **561-409-7546**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time Sharon Shear – Case Manager, Medical Foster Care **800-322-2758, ext. 1469196**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time
What is Humana Healthy Horizons' timeline for reimbursement?	Humana Healthy Horizons intends to process all claims within 20 days for paper and 15 days for electronic submissions during and after the transition period, including coordination-of-care claims for all members, in accordance with statutory requirements.
How do I submit a complaint?	For all inquiries (including complaints), please call **800-477-6931**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time, or email **FLMedicaidResolution@humana.com**. Based on the issue or complaint, a Humana associate with the appropriate authority reviews your inquiry to reach a resolution.
Where can I find additional Humana Health Horizons provider information?	For all provider materials—including provider manuals, trainings and required forms—please visit **Humana.com/FloridaMedicaid**.
What policies does Humana Healthy Horizons follow for these services?	Humana Healthy Horizons follows the policies outlined in the **MFC Services Coverage Policy**.
How do I become limited or fully enrolled with the state to perform these services?	Once your FDOH certification/training to become an MFC parent is complete, you are limited or fully enrolled on the state provider master file. Humana Healthy Horizons uses the master file entry as confirmation of necessary training and does not require additional credentialing prior to servicing our members or receiving appropriate payment.