



Humana Dual Integrated (HMO D-SNP) in Michigan Provider Newsletter

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Eric Doeh, Humana Dual Integrated Michigan Vice President, welcomes providers

It is my pleasure to welcome you to the Humana Dual Integrated Provider Network. As a state-contracted health plan serving Michigan residents, we are proud to offer an integrated approach that combines the strengths of both Medicare and Medicaid services in one comprehensive plan for one of the most vulnerable populations in our state.

Our plan extends beyond medical benefits, providing a suite of additional programs and resources designed to support the holistic well-being of our members. These include our Go365® well-being rewards program, which encourages healthy behaviors, and intuitive digital tools that help members actively manage their health and wellness.

At Humana, our mission is to foster the health and well-being of our members. We understand empowering you, our valued providers, helps our members achieve their health goals. To facilitate ongoing collaboration, we developed a newsletter to keep you informed about key updates, share essential resources, and highlight opportunities for partnership. We intend for this newsletter to serve as a two-way channel, inviting you to share your updates and outcomes with us.

We are committed to building strong, collaborative relationships, delivering responsive support, and ensuring you have the tools and resources necessary to provide exceptional care. Your feedback and insights are vital as we embark on this new chapter in Michigan and continue to evolve to meet the needs of our shared community.

Thank you for your dedication and partnership. We are honored to work alongside you to make a meaningful difference in the lives of those we serve.

With gratitude,

Eric Doeh

Vice President, Michigan Market



Welcome to the inaugural edition of the Humana Dual Integrated (HMO D-SNP) Newsletter

Humana Dual Integrated (HMO D-SNP) in Michigan is excited to launch the first edition of our newsletter for healthcare providers.

Each quarter, we will share news, resources, and tools designed to simplify your interactions with Humana and serve as a resource to help you continue to provide the best in patient care.

We look forward to working with you to improve health outcomes, reduce disparities and ensure the highest level of satisfaction for our members and you, our valued providers. We welcome and encourage your feedback; it allows us to enhance our level of service to our network, grow our membership and improve communication with our community partners.

We are committed to improving health equity by working with you to provide your Humana Dual Integrated (HMO D-SNP)-covered patients accurate health information. We also pursue innovative ways to integrate care across the delivery of physical healthcare, behavioral healthcare, pharmacy services, and services that address social determinants of health. You are a critical partner in this effort. As a vital member of our network, your expertise and compassion make a meaningful difference in the lives of those we serve.

Thank you for your continued partnership and commitment as a Humana Dual Integrated (HMO D-SNP) provider.



About the Humana Dual Integrated (HMO D-SNP) in Michigan

Effective Jan. 1, 2026, the Michigan Department of Health and Human Services transitioned from the Michigan Health Link program to Michigan Coordinated Health. Humana is proud to participate by offering a Highly Integrated Dual Eligible Special Needs Plan (HIDE-SNP). This Medicare Advantage plan, Humana Dual Integrated H0963-001-000 (HMO D-SNP), serves eligible individuals in Macomb and Wayne counties. In January 2027, Humana will expand to regions 2-7, 9 and 11.

Designed for those who qualify for both Medicare and Medicaid, the plan provides comprehensive coverage, including Medicare benefits, most Medicaid services, long-term care and behavioral health services. By integrating and coordinating care, Humana works to improve continuity, reduce disparities, enhance quality, and promote self-determination for members.



We invite you to join the Humana Dual Integrated (HMO D-SNP) provider network

Humana Dual Integrated (HMO D-SNP) is now one of the managed care organizations serving Michigan. We want to partner with healthcare providers statewide to deliver high-quality, whole-person care to our members. As our network grows, we welcome providers who share our dedication to supporting the health and well-being of Michigan communities

To learn more about Humana Dual Integrated (HMO D-SNP) in Michigan and begin the contracting process for physical health, behavioral health, long-term services and supports (LTSS) and pharmacists as providers, please visit our network webpage. Additionally, you are invited to attend our virtual Join the network training scheduled for:

- March 4, 2026 – **Zoom sign-up**

For questions regarding joining the network, please email Provider Relations at **MIproviderrelations@humana.com**.

If you have questions about our program, please call Provider Services at 855-281-6070, Monday – Friday, 8 a.m. – 8 p.m., Eastern time



Meet the Humana Dual Integrated (HMO D-SNP) Provider Engagement team

The Humana Michigan Provider Engagement team is dedicated to fostering strong relationships and effective communication within our provider network. Serving as a vital resource for network providers, the team specializes in direct engagement and relationship oversight, ensuring providers have access to the tools and support they need to deliver quality care.

We are pleased to introduce the Michigan Provider Engagement team, a group of dedicated professionals committed to supporting and strengthening partnerships within our provider network:

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For additional information, including regional Provider Engagement contact information, providers can email MIProviderRelations@humana.com or visit our website at Humana.com/HealthyMI.



View enrollee requirements for HIDE-SNP eligibility in Michigan

To qualify for enrollment in Humana’s HIDE-SNP plan in Michigan, individuals must meet the following criteria:

- Be 21 or older, including individuals who are served by the Children’s Special Health Care Services program
- Have Medicare Parts A, B and D
- Receive full Medicaid benefits, including those individuals who are eligible through expanded financial criteria under a 1915(c) waiver or those residing in a nursing facility with a monthly patient-pay amount

For the 2026 plan year, HIDE-SNP is available exclusively to eligible residents of Macomb and Wayne counties. Humana anticipates expanding to additional Michigan regions in 2027.



Find Humana-specific training via the Humana Learning Center on Availity Essentials

The Humana Learning Center on **Availity Essentials™** is an innovative learning management system for Humana’s provider training materials. This centralized platform consolidates training resources and compliance education, making it an essential tool for providers looking to enhance their knowledge and operational efficiency.

Key benefits:

- Comprehensive training offerings: The Humana Learning Center features compliance training for Medicare and Medicaid, along with various Humana-specific training modules. Over time, Humana will add additional provider training materials, streamline access and reduce time spent navigating multiple platforms.
- User-friendly interface: Designed to be intuitive, the Humana Learning Center improves the provider experience by offering a straightforward approach to access training materials.
- Enhanced provider experience: By consolidating training resources, providers can easily find and complete necessary training, which can lead to improved service delivery and patient care.
- Increased security: With rising cyber threats in the healthcare industry, the Humana Learning

Center employs robust security measures to protect training content, allowing for secure access to essential resources without restrictions.

- Streamlined administration: The Humana Learning Center facilitates simplified compliance reporting and attestation processes, providing administrators and providers with efficient tools to manage their training needs.

Training materials currently available:

- Medicare compliance training
- Medicaid compliance training including Provider Orientation Training
- Humana-specific Availity Essentials training

Register for Availity Essentials.

Learn more about Availity Essentials webinars and resources on our **provider web-based training and resources website**. Check back often as more training modules are added.

Accessing the Humana Learning Center

Providers can easily access the Humana Learning Center by logging into **Availity Essentials**, navigating to Payer Spaces and selecting Humana, followed by the Humana Learning Center.

A significant advancement in provider training and compliance education

The Humana Learning Center on Availity Essentials represents a significant advancement in provider training and compliance education. By centralizing resources and enhancing security, the Humana Learning Center improves the training experience and supports Humana's commitment to delivering exceptional care and service to its provider network.