

Florida New Horizon Provider Newsletter

Volume IX



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NPI required on authorizations; mapping logic updated

Submission of a valid National Provider Identifier (NPI) became a requirement on authorizations submitted to Humana Healthy Horizons® in Florida on Dec. 1, 2023. This applies to authorization submissions and inquiries for all lines of business and providers, except atypical providers.

NPIs are an industry standard requirement for Health Insurance Portability and Accountability Act of 1996 (HIPAA)-mandated transactions. The **Centers for Medicare & Medicaid Services** requires your NPI be added for authorizations. Humana Healthy Horizons already requires the inclusion of a billing provider's NPI on claim transactions.

NPI is required for all providers on the authorization, including:

- Requesting/referring provider
- Rendering/treating provider
- Rendering/treating facility

Any submission without an NPI is returned for resubmission.

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NPI mapping logic

The NPI mapping logic updates are as follows:

- The system only considers provider Medicaid IDs with a submitted date of service that falls within the provider's contract effective and end dates.
- The default logic is modified to default to a provider's Medicaid ID within the most recent contract effective date ranges.
- Claims that do not pass the logic are subject to recovery or rejections prior to payments being made.

To learn more about the NPI initiative, please visit [NPI Initiative FAQ.pdf \(flmmis.com\)](#)



Claims must align to AHCA enrollment information on PML

Humana Healthy Horizons implemented claims logic that aligns to guidance from the Florida Agency for Health Care Administration (AHCA). Please ensure you submit claims based on your enrollment and information as listed on the Provider Master List (PML).

Effective Jan. 25, 2024, submitted claims that do not match exactly as the provider is enrolled/registered with AHCA, as reflected on the PML, are rejected.

To prevent claims from rejecting, or being denied or impacted by future recoupments, be sure to bill according to the following appropriate PML record fields:

- NPI Type (1-Individual or 2-Organization)
- Taxonomy
 - Please review **Taxonomy Master List (TML)** to ensure the appropriate taxonomy codes for the provider's specialty are being selected and submitted on the application.
- Service Location Address ZIP+4
- Service Location Address 1

Provider must bill the claim according to their applicable AHCA PML record. If the claim is not billed with required and exact matching PML record details, the claim submission is rejected or denied.

Please visit [Florida's Medicaid provider web portal \(registration required\)](#) to review your current PML records.

If you need to update your PML record, changes can be made through AHCA's secured provider web portal or by calling Florida's enrollment support line at **800-289-7799** and selecting option 4.

AHCA Master List updates

Humana Healthy Horizons offers a set of updates to the Provider Master List, effective Oct. 26, 2023. AHCA removed several fields from the file format. AHCA also moved columns from the Pending Provider List.

Updates to the PML:

- Removed columns from the NPI Crosswalk
 - NPI Crosswalk – Taxonomy
 - NPI Crosswalk – ZIP Code
 - NPI Crosswalk – Date Used for Claims

Updated Provider Master List Tip Sheet: PML Tip Sheet (Update Aug. 29, 2023)

Updates to Pending Provider List (PPL):

- Removed columns from NPI Crosswalk
 - NPI Crosswalk – Taxonomy
 - NPI Crosswalk – ZIP Code

Updated Pending Provider List Tip Sheet: PPL Tip Sheet (Update Aug. 29, 2023)

These and other changes made to the PML and PPL can be found on **Florida Medicaid's web portal**, under the "PML" and "PPL" headers.



Become certified in patient-centered medical home primary care

Patient-centered medical home (PCMH) is a patient-centered, comprehensive, team-based, coordinated, accessible and focused primary care model emphasizing quality and safety. To learn more about PCMH and how to become certified, visit **Accreditation Association for Ambulatory Health Care | AAAHC, [jointcommission.org](https://www.jointcommission.org)** or **Health Care Accreditation, Health Plan Accreditation Organization – NCQA**.

PCMH qualities:

Comprehensive: A care team of providers are accountable for a patient's physical healthcare needs, including prevention and wellness, mental health, acute care and chronic care.

Coordinated: Care is organized across all elements of the broader health system, including specialist hospitals, home healthcare and community services.

Accessible: The PCMH model expands care access for a patient, including same-day appointments and 24/7 access to a care team.

Quality and safety: The PCMH model enhances quality care to ensure patients and families make the best-informed decisions about their health.



Encourage patients to update their contact information

Encourage your Humana Healthy Horizons patients to update their contact information such as their mailing or residential address, email address, legal name or phone number when it changes so they can continue to receive important health notices from the state.

By keeping their contact information current, your Medicaid patients protect their health coverage. Your patients can update their information by calling the Florida Department of Children & Families (DCF) at 850-300-4323 (TTY: 800-955-8771) or via their MyACCESS Portal.



MDLIVE gives patients a convenient virtual care option

For members who have difficulty reaching a provider or lack reliable transportation, MDLIVE® can offer the care they need when they need it. Humana Healthy Horizons members can connect with providers 24 hours a day, 7 days a week via MDLIVE virtual visits.

MDLIVE providers treat members with a variety of healthcare needs. MDLIVE is available to members at a \$0 copay.

How MDLIVE works:

- Members create an account over the phone, online or after downloading the MDLIVE app.
- Members select a provider from our large network of board-certified providers.
- Members choose an appointment time.

Take the opportunity to inform your patients of this service and other care options suited to their needs and urgency, including retail clinics, urgent care centers or the emergency room. To learn more about MDLIVE, visit [Humana.com/FloridaVirtualCare](https://www.humana.com/FloridaVirtualCare).



Catch up on childhood vaccines for patients covered through the Vaccines for Children Program

The Vaccines for Children (VFC) Program covers all vaccines included in the pediatric immunization schedules that are determined by the Advisory Committee on Immunization Practices (**ACIP**).

For a quick reference, access these charts from the Centers for Disease Control and Prevention:

- **Recommended immunizations for children from birth through 6 years old.**
- **Recommended immunizations for children from 7 through 18 years old.**

The vaccines offered through VFC protect children from preventable diseases, including diphtheria, measles, pertussis, polio, tetanus, varicella and more.

During well-child visits for adolescent Medicaid patients, take the opportunity to discuss with parents or guardians how their child can catch up with VFC-covered vaccines. For more information on the recommended catch-up schedule, visit the **CDC's RISE** website.



Take advantage of Humana's Making It Easier series resources

“Making It Easier for Physicians and Other Healthcare Providers” is a series of educational presentations about Humana Healthy Horizons claim payment policies and processes.

Download the **Tools and Resources for Physicians and Other Healthcare Providers Resource Guide** to learn about Humana Healthy Horizons' inventory of useful tools and resources to simplify your claims-related and other interactions with Humana Healthy Horizons.

Humana also hosts interactive webinars designed to help healthcare providers interact with us more easily and work with us via **Availity Essentials™**. Please visit the **provider portal webinars and resources webpage** to learn more. Video presentations on dozens of topics of interest can be accessed at **Humana.com/MakingItEasier**. Additional Humana Making It Easier content can be accessed in the Humana Payer Space under the Resources tab on **Availity Essentials**.

To receive notifications whenever we add or update content, subscribe via the “Stay Connected” box on **Humana.com/MakingItEasier**.

Florida Medicaid provider webpages

Humana.com/HealthyFL has a variety of materials and resources to help you achieve your best success, including:

- Provider manual
- Managed Medical Assistance Physician Incentive Program (MPIP) information
- Frequent Medicaid provider updates
- Telehealth information
- Provider resource guide
- Expanded benefits
- Medicaid training
- Other useful materials

We encourage you to visit our website often to stay up to date.

Humana provider compliance training

Healthcare providers serving Humana Medicaid plans in Florida must complete the following training modules and attestations:

- Humana Medicaid Provider Orientation
- Health, Safety and Welfare Training
- Cultural Competency
- Compliance and Fraud, Waste and Abuse Training

Go to **Availity Essentials** to start your training.

For more information, visit **Humana.com/ProviderCompliance** or see the provider training section of our website at **Humana.com/FLTraining**.

Medicaid and Medicare Special Needs Plan (SNP) healthcare providers must adhere to all training requirements identified by their contract and Humana Healthy Horizons. This includes agreement and assurance that all affiliated participating providers and staff complete training on the identified compliance material. For more information on annual compliance training requirements, please visit **Humana.com/FLTraining**. If you're an SNP provider, please visit **Humana.com/ProviderCompliance**.