



# Nursing Facility Custodial Care Services Provider Billing and Resource Guide

The following chart details Humana's guidance related to these integral services:

Question	Response
<b>What is the purpose of this benefit?</b>	Managed medical assistance (MMA) benefits must pay for all medically necessary Medicaid nursing facility (NF) stays up to 120 days from the admission date when the enrollee is also not eligible for long-term care (LTC) benefits. NF services are provided in accordance with statewide Medicaid managed care (SMMC)-contracted provisions and all state and federal rules and regulations.
<b>What is Humana's strategy for contracting custodial care services?</b>	Humana added reimbursement for custodial care services from the Medicaid MMA schedule to custodial LTC contracts. Short-stay service delivered by contracted and noncontracted providers is reimbursed for MMA members while Humana works to contract with all rendering providers.
<b>Where can I find preadmission screening and resident review (PASRR) requirements?</b>	PASRR requirements can be found online on AHCA's website.
<b>What are the notification requirements?</b>	The Humana MMA Plan requires notification for custodial care through the MMA Nursing Facility Admission Notification Report. The MMA Nursing Facility Admission Notification Report template can be accessed at <a href="https://www.humana.com/FLTraining">Humana.com/FLTraining</a> .
<b>How can I notify the plan about custodial services?</b>	The MMA Nursing Facility Admission Notification Report is submitted after a member's admission to a custodial bed or a change in resident status. If there are no admissions or changes within a month, please send the log within 5 business days of the reporting month indicating there is nothing to report. <ul style="list-style-type: none"><li>• Email report to <a href="mailto:MMAnursingfacility@humana.com">MMAnursingfacility@humana.com</a></li></ul> Fax report to <b>305-370-6127</b>

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<b>What claim form should I use to bill Humana?</b>	Paper and electronic HCFA-1450 (facility/hospital) claims are acceptable billing forms.
<b>Where should I send paper claims?</b>	Paper claims should be mailed to the following address: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
<b>How do I submit electronic claims?</b>	To learn about electronic claims submission: <ul style="list-style-type: none"> <li>• Visit <a href="https://www.humana.com/ClaimResources">Humana.com/ClaimResources</a> <ul style="list-style-type: none"> <li>○ Select "Claims payment information"</li> </ul> </li> <li>• Use payer ID 61101 for electronic claim submissions</li> </ul> <p>Training materials also are available via <a href="#">Availity Essentials®</a> (registration required)</p>
<b>How much does Humana reimburse?</b>	These short-term nursing services reimburse at the Florida Medicaid allowable amount only if the appropriate revenue codes for registered providers (revenue codes 0101, 0182 or 0185) are included. For further information on billing codes, please consult the table at the end of this document.
<b>Which billing policies does Humana use to reimburse for these services?</b>	Humana follows policies set forth in the <a href="#">Florida Administrative Code</a> for nursing facility services.
<b>Should I bill Humana for patient responsibility?</b>	Yes, value code 31 is required. Please include all applicable patient responsibility on the claim form. Humana takes patient responsibility into account when processing claims and makes manual payment adjustments when necessary.
<b>Where can I find Humana's claims clearinghouse contact information?</b>	<ul style="list-style-type: none"> <li>• <a href="#">Availity Essentials</a>      800-282-4548</li> <li>• <a href="#">Optum for Business</a>      800-792-5256</li> <li>• <a href="#">TriZetto</a>      800-969-3666</li> <li>• <a href="#">SSI Group</a>      800-880- 3032</li> </ul> <p>Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.</p>
<b>Who can I contact at Humana for specific questions related to these services?</b>	Please reference our <a href="#">Provider Contracting Representative Directory</a> to find the appropriate contact information for your area, or email <a href="mailto:FLMedicaidPR@humana.com">FLMedicaidPR@humana.com</a> .

<b>What is Humana's reimbursement timeline?</b>	In accordance with statutory requirements, Humana processes all clean paper claims within 20 days of receipt and all electronic submissions within 15 days of receipt during and after the transition period (including continuity-of-care claims for all members).
<b>Additional resources:</b>	<ul style="list-style-type: none"> <li>• Nursing Facility Services Technical Guide for Statewide Medicaid Managed Care</li> <li>• Code of Federal Regulations (CFR)</li> <li>• Florida Administrative Code (F.A.C.)</li> <li>• Florida Statutes (F.S.)</li> <li>• SMMC 2025-2030 Contract</li> </ul>

## Nursing facility services billing codes

Revenue Code	Description
<b>0101</b>	Long-term care days
<b>0185</b>	Hospital leave days
<b>0182</b>	Home leave days (therapeutic leave days)