

Network Notification – Humana Healthy Horizons in Ohio

Notice date: June 11, 2024

To: Humana Healthy Horizons® in Ohio Provider Network

From: Humana Healthy Horizons in Ohio

Subject: Timely Filing Extension

Since the Feb. 1, 2023, launch of the Electronic Data Interchange (EDI) providers have experienced issues with the claim submission process. The Ohio Department of Medicaid (ODM) also acknowledges this and is working diligently with its vendors to resolve system challenges and improve the provider experience.

Humana is extending timely filing on Ohio Medicaid claims with dates of service on or after (Feb. 1, 2023) until September 30, 2024.

Please note there is no change to the dispute timeline. Providers may file a written dispute no later than 12 months from the date of service or 60 calendar days after the payment, denial, or partial denial of a timely dispute submission, whichever is later.

If you have previously received a rejection, please note that your claim(s) will be reprocessed under CPSE #169. If you have been impacted by this CPSE or have additional questions, please contact your assigned Provider Engagement Representative.

For further CPSE information and status updates can be found on the Humana Provider website by the **15th** of each month. <http://apps.humana.com/marketing/documents.asp?file=4572048>