



Oklahoma New Horizon

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in Oklahoma

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Use wellness visits to connect with patients, identify social and health needs, and encourage healthy habits

Wellness visits are the best way to help Humana Healthy Horizons® in Oklahoma-covered patients stay healthy, monitor development, promote disease management, assess social needs of the family and stay connected with patients.

Best practices to keep in mind:

- Make every visit count. Sick visits can be used to capture components for compliance, including blood pressure, preventive screenings, body mass index percentiles, nutritional guidance, physical activity assessments or anticipatory guidance.
- Ensure the member's medical record includes detailed documentation.
- Emphasize immunizations, including those with cancer-preventing benefits. Humana Healthy Horizons suggests using the **U.S. Centers for Disease Control and Prevention (CDC) guidance related to immunization schedules**.
- Discuss necessary screenings and testing, including referrals for mental and developmental disorders.
- Educate patients on necessary medication utilization and adherence.
- Set gap alerts and use standardized templates in charts and electronic medical records.
- Encourage members to schedule their next visit before they leave the office.
- Encourage members to set a visit reminder on their calendar.

Humana Healthy Horizons in Oklahoma encourages providers to use the first 5 minutes of each appointment to talk to patients about social determinants of health (SDOH), behavioral health, environmental factors, and other elements that may influence their health.

Providers may ask culturally competent questions of their patients; these may include their employment, housing status, availability of food in their home and familial supports, among others. Discuss any social barriers to visits, such as a lack of access to transportation or patients' or parents' work and school schedules.

Understanding a member's SDOH helps the provider develop empathy, foster trust with the member, and identify appropriate intervention for potential member engagement.



Encourage appropriate screenings during Colorectal Cancer Awareness Month

Many common cancers are on the rise, and many patients are getting younger, according to the American Cancer Society.¹ March is Colorectal Cancer Awareness Month. Take the opportunity to discuss with your Humana Healthy Horizons in Oklahoma-covered patients what screening method might work best for them and encourage them to get tested.

Most people should begin screening for colorectal cancer soon after turning 45, according to the CDC.² Research has found a notable rise in colorectal cancer diagnoses among people younger than 50, a strong reason to encourage screenings in patients once they turn 45.¹

The four most common cancers – breast, prostate, colorectal and cervical – have screening tests that can make a real difference to patient survivability and quality of life if the cancer is detected early. Let your patients know that screenings do work and have greatly helped to decrease death rates overall. The extra effort to get screened could save their life.

What's more, recommended screenings are free for your Humana Healthy Horizons patients and could earn them rewards through our wellness program, **Go365 for Humana Healthy Horizons®**.

Encourage them to schedule their cancer screenings today, provide them the appropriate referral for the procedure, and remind them that being proactive has its rewards.



Inform patients of after-hours care options

When patients know where to get the right care outside your regular operating hours, it can save them time and speed up their recovery.

Communicating with patients about how they can find after-hours care information can help them make the most appropriate decision for the type of care they need. Providers can use an answering machine message, answering service, office website or in-office visits to convey this information.

Tips for answering machine messages:

- Describe services your practice offers, such as virtual care.
- Detail options for nonemergency needs.
- Advise patients on what they should tell another provider after hours or on weekends.
- Address how and when to contact you if your patient was seen by another provider so you can provide appropriate follow-up care.

- Advise patients to call **911** or go to the nearest emergency room (ER) in cases of medical emergency.

When appropriate, patients can receive convenient, fast and lower-cost care when they choose an urgent care facility over a visit to the ER.

If patients experience any of the following, they should be advised to go to the ER:

- Accident or fall that threatens life or limb
- Chest pains
- Difficulty breathing
- Serious burns
- Stroke symptoms, such as paralysis, sudden loss of vision or inability to speak
- Sudden and severe pain
- Uncontrolled bleeding or open wound

If patients need live, individual support and/or telephonic triage, they can call Humana Healthy Horizons' nurse advise line. The phone number is located on the back of their member ID card, and help is available 24 hours a day, 7 days a week.

Patients also can find a provider or participating urgent care center by using the online **Find a doctor tool**.



Transportation to covered medical visits is a Humana Healthy Horizons benefit

Humana Healthy Horizons members are eligible to receive nonemergency medical transportation services through **Modivcare**. Humana Healthy Horizons can arrange and pay for the transportation of members to appointments for SoonerSelect-covered care.

Members who need transportation to an appointment should call **Modivcare** at **877-718-4213 (TTY: 866-288-3133)** up to 72 hours before their scheduled appointment.

Members needing immediate medical attention should call 911. Emergency ambulance transportation is also a covered benefit.

For more information about transportation services, members can visit the **Oklahoma SoonerSelect transportation services webpage**.



Support patients with timely follow-up after hospital discharge

Discharge from a hospital is a critical transition point in a patient's care. Poor care coordination at discharge can lead to adverse events for patients and avoidable readmission, especially during the initial 30 days after discharge.

Patients with behavioral health and substance-use disorder diagnoses are especially vulnerable during transitions of care. Patients with serious mental illness who experienced an inpatient stay or emergency hospital visit respond well to low-intensity interventions, including follow-up outpatient appointment reminders.

Providers can improve coordination of care and follow-up after discharge by:

- Referring a patient to the Humana case management team.
 - To connect with a care manager, the provider or patient can call Member Services at **855-223-9868 (TTY: 711)**, Monday – Friday, 8 a.m. – 5 p.m., Central time.
- Discussing with patients the importance of follow-up care and conducting medication reconciliation to ensure patient understanding
- Assessing and referring a patient with SDOH issues
- Coordinating care between healthcare providers and case management
- Reaching out to patients who cancel appointments to reschedule them as soon as possible
- Confirming patient contact information is correct and up to date



Prior authorizations require a valid National Provider Identifier

Providers must submit a valid National Provider Identifier (NPI), along with Tax ID, for prior authorization requests submitted to Humana Healthy Horizons. This requirement includes inquiries for all providers and lines of business, excluding atypical providers.

Including an NPI in prior authorization requests is an industry standard requirement for Health Insurance Portability and Accountability Act (HIPAA)-mandated transactions. The Centers for Medicare & Medicaid Services also requires an NPI for all authorization requests.

Transactions submitted without an NPI will be returned for resubmission.



Dexcom glucose monitor flaw prompts recall

Dexcom released an alert regarding alarms and/or alerts for some of its glucose monitoring devices that may not function as designed.

According to Dexcom, the following may occur in the affected device, Dexcom G6 Receiver (part number MT24078):

- Receiver may not alert as designed, including missed or delayed alarm/alerts
- Missed/delayed alarm/alerts may include Low/High Glucose Alerts, Urgent Low Alarm, Urgent Low Soon Alert, Rise/Fall Rate Alerts, Signal Loss Alert or Sensor Alert

If a user experiences a missed or delayed alarm/alert due to this issue, it could result in missed detection or treatment of severe hypoglycemia or hyperglycemia. For more information, please visit the **U.S. Food & Drug Administration webpage**.



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 processes 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 web-based training and resources webpage** to learn more. Video presentations on dozens of topics of interest can be accessed via the **Making It Easier webpage**. 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 the **Making It Easier webpage**.

References:

1. "2024—First Year the US Expects More than 2M New Cases of Cancer," American Cancer Society, last accessed Feb. 11, 2025, <https://www.cancer.org/research/acs-research-news/facts-and-figures-2024.html>.
2. "Screening for Colorectal Cancer," U.S. Centers for Disease Control and Prevention, last accessed Feb. 11, 2025, <https://www.cdc.gov/colorectal-cancer/screening/index.html>.