

Provider update

Ordering, referring and prescribing provider enrollment required



What is changing?

To maintain compliance with Centers for Medicare & Medicaid Services (CMS) and South Carolina Department of Health and Human Services (SCDHHS) regulations, all ordering, referring and prescribing (ORP) providers for Medicaid members must be enrolled with SCDHHS — even when not billing Medicaid directly.



Who must enroll?

Providers must enroll in each state Medicaid program where they order, refer or prescribe for Humana Healthy Horizons® in South Carolina members, regardless of enrollment in another state. This applies to professional, pharmacy and institutional claims with the medical professional types described in the following bulleted list, even if they only order, refer or prescribe services for Humana Healthy Horizons members:

- Physicians (all specialties)
- Dentists (including oral surgery, pedodontics and orthodontics)
- Chiropractors
- Optometrists
- Nurse practitioners, midwives, certified registered nurse anesthetists, physician assistants
- Licensed psycho-educational specialists
- Licensed master social workers
- Podiatrists



What must be included on a claim?

- All claims for items and services ordered or referred must contain the National Provider Identifier (NPI) of the ordering, or the provider must be enrolled with the appropriate SCDHHS Medicaid program as of the date of service.
- All pharmacy claims must identify the prescribing provider.
- Incorrect or missing enrollment information can lead to claim denial.
- Once the ORP provider is enrolled, claims can be resubmitted if they are resubmitted within the timely filing limits.

837P	837I
The specific loop depends on whether the referring/ordering provider information applies to the entire claim or only specific service lines.	While the logic is similar, 837I (Institutional) focuses on facility/organization billing, but the specific physician who ordered the service must be identified.
<p>For claim-level information (most common):</p> <ul style="list-style-type: none"> · Loop: 2310A (Referring Provider Name) · Segment: NM1 (Individual or Organizational Name) · Data Element: NM109 (Identification Code Qualifier, where the NPI is the identification code) <p>For service-line level information (if different providers ordered different items):</p> <ul style="list-style-type: none"> · Loop: 2420E (Ordering Provider Name) · Segment: NM1 · Data Element: NM109 	<ul style="list-style-type: none"> · Loop 2310A (Referring Provider Name) · NM1 Segment: The Name Segment within this loop contains the core details. · NM101: Entity Identifier Code (e.g., '82' for Referring, 'OB' for Ordering). · NM102: Entity Type Qualifier (e.g., '1' for Person). · NM108: Identification Code Qualifier (e.g., 'XX' for NPI). · NM109: Identification Code (the actual NPI of the provider)

For more information regarding naming and location of the fields, data/segment elements for 837P and 837I claim submissions, and detailed crosswalks between the paper CMS-1500 form and the electronic claim transactions, refer to resources from the [National Uniform Claim Committee \(NUCC\)](#) and/or [Centers for Medicare & Medicaid Services \(CMS\)](#).



Key facts

- A valid individual NPI is required for enrollment.
- ORP-only enrollment does not permit Medicaid billing; full enrollment is required to bill Medicaid.
- Providers must periodically revalidate enrollment to remain compliant.
- Failure to enroll as an ORP provider will result in claim denial for Medicaid services ordered, referred, or prescribed.



Next steps

- Consult the “Resources” section below to start the enrollment process with SCDHHS.
- Review the information and FAQs available on the SCDHHS website.
- Contact your Humana Healthy Horizons Provider Relations representative or Provider Services at **866-432-0001 (TTY: 711)**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time, with any additional questions.

Thank you for your commitment to quality care for our Humana members.

Resources

How to enroll as a ORP provider:

- Visit <https://www.scdhhs.gov/providers>
- Select “Become a Provider” and choose “Apply Online.”
- Begin a new enrollment and select “Ordering/Referring” as the provider type.
- Enter all required information, including your individual NPI.

Information and FAQs:

- Review the additional information available at: <https://www.scdhhs.gov/providers>
- Select “Ordering, Referring and Prescribing (ORP) Providers” in the providers section for FAQs and enrollment guidance documents.