

Outpatient Lactation Support - Provider Training for Billing and Claims Payment

The following details Humana Healthy Horizons® in Louisiana’s guidance related to outpatient lactation support providers.

Question	Response															
<p>What is Humana Healthy Horizons’ strategy for contracting outpatient lactation support providers?</p>	<p>Humana Healthy Horizons works directly with outpatient lactation support providers to simplify the process for providers and promote direct, open and equitable access to the service for members.</p> <p>Outpatient lactation support providers should submit claims in accordance with guidelines in this document.</p> <p>All outpatient lactation support providers are paid as nonparticipating providers, meaning there are no current credentialing or enrollment requirements with Humana Healthy Horizons.</p>															
<p>What type of credential is required to be a lactation support provider?</p>	<p>Qualified lactation support providers must have one of the following credentials:</p> <ul style="list-style-type: none"> • Certified Breastfeeding Specialist (CBS) • Certified Lactation Counselor (CLC) • Certified Lactation Educator (CLE) • Advanced Nurse Lactation Consultant (ANLC) • International Board Certified Lactation Consultant (IBCLC) • Advance Lactation Consultant (ALC) 															
<p>What type of provider may serve as a lactation support provider?</p>	<p>Lactation support providers may only be the following provider types with a valid NPI and primary taxonomy code identified in the following chart:</p> <table border="1"> <thead> <tr> <th>Provider Type:</th> <th>Credential accepted:</th> <th>Taxonomy required:</th> </tr> </thead> <tbody> <tr> <td>Doula</td> <td>CBS, CLC, CLE</td> <td>174N00000X</td> </tr> <tr> <td>Breastfeeding Consultant</td> <td>CBS, CLC, CLE</td> <td>174N00000X</td> </tr> <tr> <td>Registered Nurse Lactation Consultant</td> <td>ANLC, IBCLC, ALC</td> <td>163WL0100X</td> </tr> <tr> <td>Lactation Consultant, Non-RN</td> <td>IBCLC, ALC</td> <td>174N00000X</td> </tr> </tbody> </table>	Provider Type:	Credential accepted:	Taxonomy required:	Doula	CBS, CLC, CLE	174N00000X	Breastfeeding Consultant	CBS, CLC, CLE	174N00000X	Registered Nurse Lactation Consultant	ANLC, IBCLC, ALC	163WL0100X	Lactation Consultant, Non-RN	IBCLC, ALC	174N00000X
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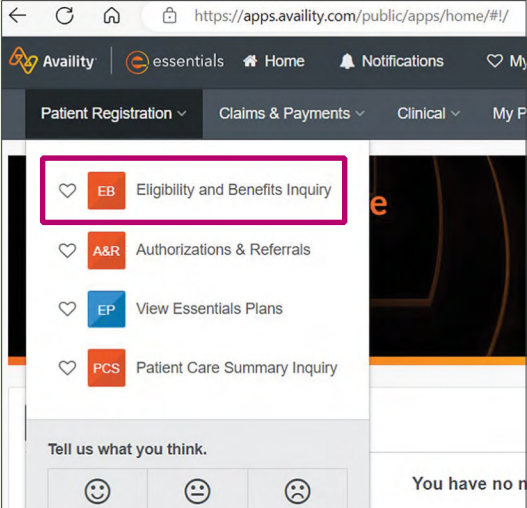


Humana Healthy Horizons in Louisiana is a Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.

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<p>How should I bill Humana Healthy Horizons for payment?</p>	<p>A Louisiana Medicaid provider number may be required, which can be secured by enrolling in the Medicaid provider enrollment portal. LDH is phasing in required enrollment. Please confirm the current requirements by visiting the Medicaid provider enrollment portal for information.</p> <p>Claims may be filed either electronically or on paper.</p> <p>Both types of submission require the following:</p> <ul style="list-style-type: none"> • The National Provider Identifier (NPI) should be billed on the claim. If you need assistance securing an NPI, please visit How to apply for an NPI online. • Outpatient lactation rendering provider primary taxonomy code. • Outpatient lactation support rendering provider NPI is required when different from the billing provider NPI. <p>Electronic claims submission is the preferred method for adjudicating claims payment for all providers:</p> <ul style="list-style-type: none"> • To enroll in electronic claims payment, visit Humana.com/ClaimResources. • Our preferred electronic claims submission portal is Availity Essentials™. Learn more about Availity Essentials at Humana.com/LAAvaility. <p>Providers may bill outpatient lactation services as a paper claim on the professional healthcare claim form (CMS-1500).</p> <ul style="list-style-type: none"> • Please submit paper claims to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601 <p>Payment can be made electronically through the electronic funds transfer (EFT) process using Availity Essentials or by paper check either via Availity Essentials or paper claim submission.</p>															
<p>What procedure codes does Humana Healthy Horizons use for outpatient lactation support services?</p>	<p>The outpatient lactation support services include the following Healthcare Common Procedure Coding System (HCPCS) procedure codes:</p> <table border="1" data-bbox="480 1413 1528 1843"> <thead> <tr> <th>Description</th> <th>HCPCS code</th> <th>Modifier</th> <th>Rate</th> <th>Visit(s)</th> </tr> </thead> <tbody> <tr> <td>Patient education, not otherwise classified, non-physician provider, individual, per session</td> <td>S9445</td> <td>33 *95</td> <td>\$37.14</td> <td>Per session (up to 6 sessions)</td> </tr> <tr> <td>Lactation classes, non-physician provider, per session</td> <td>S9443</td> <td>*95</td> <td>\$40.00</td> <td>Per session (up to 6 sessions)</td> </tr> </tbody> </table> <p>* If telemedicine/telehealth visit, modifier 95 must also be included and place of service (POS) 02 or 10.</p>	Description	HCPCS code	Modifier	Rate	Visit(s)	Patient education, not otherwise classified, non-physician provider, individual, per session	S9445	33 *95	\$37.14	Per session (up to 6 sessions)	Lactation classes, non-physician provider, per session	S9443	*95	\$40.00	Per session (up to 6 sessions)
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<p>What are common diagnosis codes associated with outpatient lactation services?</p>	<p>Lactation support services must always billed with Z39.1 diagnosis code for all provider types.</p>
<p>Any additional billing guidance?</p>	<p>Additionally, outpatient lactation support services providers:</p> <ul style="list-style-type: none"> • Must submit proof of credential or certification with claim for reimbursement. This may be attached electronically or through paper submission. • Treatment sessions must occur on a single date of service, during pregnancy or while less than 24 months postpartum. • Referrals and authorizations are not required (up to 6 sessions). • Lactation classes are allowed, but limited to 8 unique enrollees per session (inclusive of non-Humana members). • Must accept Humana Healthy Horizons reimbursement as payment in full and not bill the patient for any amount of covered services. • Must submit claims within 365 calendar days of the date of service. • May not have been excluded, barred, suspended or otherwise lawfully prohibited from participation in any government healthcare program. • Must determine if there is third party liability and bill the member’s primary insurance first to obtain an Explanation of Benefits (EOB) for claim consideration when the member has other insurance.
<p>May I bill members directly for other services I offer?</p>	<p>Lactation support providers may bill for non-Medicaid-covered services if a Humana Healthy Horizons member agrees in advance, in writing with the agreement completed prior to providing the service.</p> <ul style="list-style-type: none"> • The member must sign and date the agreement acknowledging her financial responsibility. • The form or type of agreement must specifically state the services or procedures that are not covered by Humana Healthy Horizons.
<p>Where can I access training material?</p>	<p>For all provider materials, please visit Humana.com/HealthyLA.</p>
<p>How can I contact Humana Healthy Horizons for specific questions related to these services?</p>	<p>For specific questions regarding lactation services or claims-related payment issues:</p> <ul style="list-style-type: none"> • Visit the Humana Healthy Horizons Claims-Payment Inquiries page. • Call the Humana Healthy Horizons provider call center at 1-800-448-3810 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m.

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<p>What is Humana Healthy Horizons' reimbursement timeline?</p>	<p>Humana Healthy Horizons intends to process all claims within 30 days of receipt in accordance with statutory requirements. Electronic claims processing accelerates this timeline considerably.</p>
<p>How do I verify members' eligibility with Humana Healthy Horizons and existence of third-party liability?</p>	<p>Options include:</p> <ul style="list-style-type: none"> • Call: 1-800-448-3810 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m. • Verify through Availity Essentials in the Eligibility and Benefits Inquiry tile:  <ul style="list-style-type: none"> • Through the Louisiana Medicaid Portal if you have a Louisiana Medicaid ID.
<p>Who do I contact if I have a billing inquiry?</p>	<p>Options include:</p> <ul style="list-style-type: none"> • Email: LAMSPROVIDERINTAKE@HUMANA.COM • Call the Humana Healthy Horizons provider call center at 1-800-448-3810 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m.