



Virginia New Horizon Provider Newsletter

Volume II

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Humana
Healthy Horizons®
in Virginia

Humana Healthy Horizons in Virginia is a Medicaid Product of Humana Wisconsin Health Organization Insurance Corporation.

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Submit electronic visit verification billing and claims via HHAeXchange

Providers may select any electronic visit verification (EVV) vendor to capture visit data or may use the Humana-sponsored HHAeXchange solution. Regardless of the vendor selected, all EVV claims for Humana Healthy Horizons in Virginia members must be submitted through the HHAeXchange (HHAX) portal to be eligible for payment.

- The HHAeXchange clearinghouse is available to all Humana providers at no cost.
- Providers may select an EVV vendor of their choice to capture EVV data; however, the vendor must be fully integrated with HHAeXchange.
- Providers also have the option to utilize the Humana-sponsored HHAeXchange EVV vendor.
- EVV claims for dates of service on or after Oct. 29, 2025, that are not submitted through HHAeXchange are denied for noncompliance.

For additional electronic data interchange (EDI) support and onboarding resources, visit the Humana Healthy Horizons in Virginia Information Center on the HHAeXchange Information Page.



Doctor On Demand launches Nov. 1, 2025

Humana Healthy Horizons is excited to announce the launch of Doctor On Demand® virtual care, available to Medicaid members statewide beginning Nov. 1, 2025.

Doctor On Demand provides accessible virtual care for everyday medical needs and behavioral health concerns. Doctor On Demand offers support for a wide range of conditions—from colds, allergies and skin concerns to anxiety and depression. Members can connect 24 hours a day, 7 days a week with board-certified providers using their smartphone, tablet or computer from the comfort of home or work.

This virtual care model is designed for rapid access and quality outcomes. Most members are able to see a provider in fewer than 10 minutes and can schedule a behavioral health appointment within a few days. The Doctor on Demand platform features an easy-to-use interface and smart intake flow, streamlining the experience and allowing members to select providers based on their specific needs. For more details, please visit Doctor On Demand's [website](#).

Doctor On Demand resolves 96% of cases without the need for outside referrals and achieves high member satisfaction. To learn more or access care, visit the Humana Healthy Horizons website and use the Find Care tool; the MyHumana portal also features Doctor On Demand services.



Encourage your patients to get colon cancer screenings

Colorectal cancer is the third most common cancer, but it is one of the most preventable. Patients should be encouraged to get regular screenings when eligible by age. Screening options include stool tests, flexible sigmoidoscopy and colonoscopy. Polyps can take 10-15 years to develop into cancer, but there is a 90% survival rate if the cancer is found early.¹

The American Cancer Society's screening recommendations include:¹

- Patients 45 to 75 who are in good health and have a life expectancy of more than 10 years should receive recommended, regular colorectal screenings.
- Patients 76 to 85 should base a screening decision on personal preferences, life expectancy, overall health and prior screening history.
- Cancer screenings are not recommended by the American Cancer Society for patients 85 and older.



Elevate your care with comprehensive provider training

Humana knows that strong relationships with providers begin with comprehensive training and education. Our commitment is to ensure every provider in the Humana Healthy Horizons network has access to the tools and support needed to deliver exceptional, evidence-based care.

Our approach to provider education

Humana Healthy Horizons is dedicated to building collaborative partnerships with providers. We align our training initiatives to help providers:

- Understand their rights and responsibilities within the Humana Healthy Horizons network
- Stay informed of policies and procedures to ensure compliance
- Utilize Humana's systems, resources and care management models effectively
- Deliver high-quality, evidence-based clinical care that improves members' health

Training and compliance requirements

Providers have access to a variety of education opportunities through **Availity Essentials™**, which offers free training modules and resources. Topics include:

- Humana Virginia Medicaid and Fully Integrated Dual Eligible Special Needs Plan (FIDE-SNP) **provider orientation**
- Cultural humility, health equity and implicit bias
- Health, safety and welfare (including abuse, neglect and exploitation)

Compliance training can be completed through a secure **Availity Essentials** account, with attestation of completion submitted directly through the platform.

Additional support and resources

Humana Healthy Horizons offers **specialized training** for HHAeXchange, our EVV vendor. Providers also can access regularly updated manuals and resource guides, including targeted support for behavioral health, Early Periodic Screening, Diagnostic and Treatment (EPSDT), and long-term services and supports (LTSS) services on our provider training materials page.

If providers have questions or need assistance with required trainings, our Provider Relations team is available to help. You can email us at VAMedicaidProviderRelations@humana.com or call Provider Services at 844-881-4482 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m., Eastern time.

Humana is proud to support contracted providers with education and resources that make a difference for Virginia communities. For personalized assistance, providers can find their assigned Provider Relations representative using our **Provider Relations representative map**.

Sources:

1. “American Cancer Society Guideline for Colorectal Cancer Screening,” American Cancer Society, last accessed Sept. 5, 2025, <https://www.cancer.org/cancer/types/colon-rectal-cancer/detection-diagnosis-staging/acs-recommendations.html>.