



Humana Healthy Horizons in Florida

Private duty nursing quick guide

Private Duty Nursing (PDN) provides skilled nursing services coverage from home health providers for Humana Healthy Horizons® in Florida Managed Medical Assistance (MMA) members younger than 21 with complex medical needs, and members 18 through 20 years old in long-term care (LTC). These services are covered up to 24 hours a day.

Humana Healthy Horizons home health providers should use the enrollment questionnaire [to enroll in HHAeXchange](#). You can find many training resources online by [signing up for HHAeXchange University](#). The Agency for Healthcare Administration (AHCA) in Florida and 21st Century Cures Act, which is a federal mandate, state that effective January 2021, EVV is a [Medicaid homecare requirement](#). Monthly electronic visit verification (EVV) rates must remain above 85% to stay in compliance. If the home health agency has difficulties implementing EVV due to connection issues, a Provider Engagement team member can help. Just email FLMedicaidPR@humana.com for offline mode and phone instructions.

For HHAeXchange issues or help, please go to the [HHAeXchange client support portal](#) and utilize the ticketing system.

If the Provider Contracting team provides a single case agreement or Letter of Agreement (LOA), please adjust your rate within HHAeXchange to submit your claims for the higher contracted rate amount. After the single case agreement or LOA expires, please ensure rates return to your contracted rates.

If you have questions, call HHAeXchange at 855-400-4229, Monday – Friday, 7 a.m. – 8 p.m., Eastern time.

PDN billing guidance

Please follow the authorization schedule set by the care manager and member. If the schedule needs to change, contact the care manager immediately. Variance in the schedule may prevent correct reimbursement. If an active member appears to be inactive, contact the authorization department, which can be found on the managed care organization communication tab. If a member's demographics appear inaccurate, please work with the member's care manager to update the information.

All services should be billed on a daily date span (e.g., S9123 with dates of service Jan. 1, 2024, to Jan. 1, 2024; number of units on that day). A claim cannot have overlapping months or a different date span within the same payment line.

Reimbursement

Humana Healthy Horizons. in Florida

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- Participating providers will be reimbursed according to their contracted rate.
- The link below provides codes for informational purposes only and is subject to change. These codes are not an all-inclusive list and are not a guarantee of coverage or reimbursement.
- Additional billing guidance can be found on [AHCA's website](#).
- You can find procedure codes and the latest published fee schedules on AHCA's reimbursement rules [website](#).

Important contact information

Department	Contact information
Provider Relations	Contact your local Provider Relations representative Email: FLMedicaidPR@humana.com Phone: 888-998-7735 Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Member Services	Phone: 888-998-7732 Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Department	Contact information
Pharmacy	Phone: 800-555-2546 Monday – Friday, 8 a.m. – 6 p.m., Eastern time
Humana Healthy Horizons provider website	Managed Medical Assistance (MMA) Humana Healthy Horizons in Florida
Pharmacy website	Pharmacy resources Humana Healthy Horizons in Florida

Humana long-term care contacts

Case management	Phone: 888-998-7732 Monday – Friday, 8 a.m. – 8 p.m., Eastern time
HumanaFirst [®] nurse advice line, 24 hours a day, 7 days a week	Phone: 800-477-6931 (TTY: 711)

Claims

Availity Essentials [™]	Web: Availity Essentials Phone: 800-282-4548 Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Humana Healthy Horizons Managed Medical Assistance (MMA)	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
Humana Healthy Horizons long-term care (LTC)	Humana Healthy Horizons long-term care Claims Department P.O. Box 14732 Lexington, KY 40512-4732
Humana claims overpayment	Humana Claims Overpayment P.O. Box 931655 Atlanta, GA 31193-1655

Provider complaints	Humana Healthy Horizons Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601 Phone: 800-477-6931 Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Provider Grievances and Appeals	Humana Attn: Provider Reconsiderations P.O. Box 14546 Lexington, KY 40512-4546

Clearinghouse information

Clearinghouse	Website	Phone
Availity Essentials – preferred LTC vendor	www.availity.com	800-282-4548
Waystar [®] /ZirMed [®]	www.waystar.com	844-692-9782
TriZetto [®]	www.trizetto.com	800-556-2231
The SSI Group	www.thessigroup.com	800-820-4774
Payer ID: 61101 MMA fee-for-service claims 61115 LTC fee-for-service claims		

Helpful Humana Healthy Horizons links

- Find a doctor: [Physician Search - Humana](#)
- Provider homepage: [Managed Medical Assistance \(MMA\) | Humana Healthy Horizons in Florida](#)
- Member homepage: [Florida Medicaid, Medicaid Insurance Plans from Humana](#)
- Prior authorization list: [Provider prior authorization and notification lists](#)
- Expanded benefits: [Medicaid Expanded Benefits in Florida - Humana](#)

Provider training and education

The Centers for Medicare & Medicaid Services and state Medicaid contracts mandate that all Humana-contracted physicians and other healthcare providers complete compliance program requirements each year. Please visit [Education and training | Humana Healthy Horizons in Florida](#) for more information.

Provider contracting and credentialing

Contracting opportunities:

- For LTC contracting opportunities email: LTCNetworkRequests@humana.com
- For MMA contracting opportunities visit the [Join our network webpage](#), select the email list for a regional representative, fill out the required form and submit an email to RequestToJoin@humana.com

Credentialing:

- Email: Credentialinginquiries@humana.com

AHCA provider enrollment:

- View the [AHCA Provider Enrollment Policy](#)
- Visit the [AHCA Provider Enrollment website](#)

- Take advantage of [AHCA's Provider Enrollment References and Training](#)
- If you have questions, call the Provider Enrollment helpline: 800-289-7799, option 4. Monday – Friday, 7 a.m. – 7 p.m., Eastern time.

Nonemergency transportation contact information

Modivcare nonemergency medical transportation (NEMT)	Contact information
Modivcare reservation line	Phone: 866-779-0565 Monday – Friday, 8 a.m. – 5 p.m., Eastern time
Transportation covered	NEMT: <ul style="list-style-type: none"> • Ambulatory • Wheelchair • Stretcher van • Mass transit Does not include emergency ambulance services.
After-hours	Phone: 866-779-0565
Ride assistance	Florida Medicaid ride assistance (Where's My Ride?) Phone: 866-779-0565
Reservations	Reservations must be made at least 72 hours in advance and no more than 30 days prior to the appointment.
Billing	Phone: 800-930-9060 Monday – Friday, 8 a.m. – 5 p.m., Eastern time
Escalations	Phone: 888-998-7732 Monday – Friday, 8 a.m. – 8 p.m., Eastern time