

Provider Resource Guide

Online self-service

A variety of provider materials and resources are available on our public website at **Provider.Humana.com/medicaid/louisiana-medicaid** (no registration required). Medicaid-specific materials, communications and quality resources can be found on our website including:

- Health and wellness programs
- Clinical practice guidelines
- Provider publications (including provider manual, newsletters, program updates)
- Pharmacy services
- Claim resources
- Quality resources
- What's new

Healthcare providers who want to work with Humana Healthy Horizons online can register for Availity Essentials at no cost

Providers are encouraged to register for Availity Essentials™ at no cost. This secure, multipayer portal allows providers to interact securely with Humana Healthy Horizons® in Louisiana and other participating payers without learning to use multiple systems or remembering different usernames and passwords for each payer. Many tools available to Humana Healthy Horizons providers are accessible from Availity Essentials. To learn more, call Availity Essentials at **1-800-282-4548** or visit **www.availity.com**. Availity Essentials lets you:

- Check eligibility and benefits
- Submit referrals and authorizations
- Submit claims and check status
- Receive remittance advice
- View member summaries
- Confirm/remedy overpayment
- Get electronic remittance advice (ERA) and set up electronic funds transfer (EFT)
- Receive Performance Measures Reports and submit supplemental data

Get paid faster and have your Humana Healthy Horizons claim payments deposited automatically with EFT and ERA. Visit **Provider.Humana.com/coverage-claims/electronic-payment-options** for more information on EFT and ERA.

Humana Healthy Horizons® in Louisiana

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

For help or more information regarding these self-service tools, call Provider Services at **1-800-448-3810**, Monday through Friday, 7 a.m. to 7 p.m. For more information, please visit Provider.Humana.com/working-with-us/self-service-portal.

Medicaid prior authorization list

Humana requires prior authorization for certain services to facilitate care coordination as well as to confirm the services are provided according to Louisiana Department of Health (LDH) coverage policies. To determine if prior authorization is required for a patient with Humana Healthy Horizons in Louisiana (Louisiana Medicaid) coverage, including provider-administered medication, healthcare providers should review the Humana Healthy Horizons in Louisiana Preauthorization and Notification List (PAL) online at Provider.Humana.com/coverage-claims/prior-authorizations/prior-authorization-lists.

Frequent contact information

Important contacts	Phone number Fax number (if applicable)	Hours of operation
Provider and member services	1-800-448-3810	Monday through Friday, 7 a.m. to 7 p.m.
TTY for the hard of hearing	711	
Medical and behavioral health prior authorization	1-800-448-3810 Fax: 1-833-974-0059	Monday through Friday, 7 a.m. to 7 p.m.
Care management	1-800-448-3810	Monday through Friday, 7 a.m. to 5 p.m.
Prime Therapeutics State Government Solutions (Prime Therapeutics) pharmacy benefit manager (PBM)	1-800-424-1664	24 hours a day, 7 days a week
Provider-administered medication prior authorization	1-866-461-7273	Monday through Friday, 7 a.m. to 7 p.m.
Preferred Drug List (PDL) medication prior authorization	1-800-424-1664 Fax: 1-800-424-7402	24 hours a day, 7 days a week
Claim payment inquiries	1-800-448-3810	Monday through Friday, 8 a.m. to 6 p.m.
Availity Essentials	1-800-AVAILITY (282-4548)	Monday through Friday, 7 a.m. to 7 p.m., press 0 for live assistance
LDH—Louisiana Medicaid Customer Service Hotline	1-888-342-6207 (TTY: 1-800-220-5404)	

Fraud, waste and abuse reporting

Humana	1-800-614-4126
Louisiana Medicaid Fraud and Abuse Hotline	1-800-488-2917 (TTY: 1-800-220-5404)

Contact us

Contact description	Contact information
Provider correspondence	Humana Attn: Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601
Provider claim dispute submissions	Humana Attn: Provider Complaints P.O. Box 14601 Lexington, KY 40512-4601 If there is a factual disagreement with a response, send an email with the reference number to LAMedicaidProviderRelations@humana.com .
Member grievances and appeals	Humana Healthy Horizons in Louisiana Attn: Grievance and Appeal Department P.O. Box 14546 Lexington, KY 40512-4546
Provider demographic changes	Medical providers: LAMSPProviderIntake@humana.com Behavioral health providers: LABHMedicaid@humana.com
Provider Relations	To reach a member of our local Provider Relations team, please visit Provider.Humana.com/medicaid/louisiana-medicare/contact-us .

Other network information

Required networks/vendor name	Phone number
DentaQuest—Dental	1-800-508-6780
Superior—Vision	1-877-235-5317
MediTrans—Nonemergency transportation	1-844-613-1638

Claims

Coverage type	Claim information
Medical	<p>Humana payer IDs Claims: 61101 Encounters: 61102</p> <p>Submit claims directly and at no cost through www.availity.com.</p> <p>File paper claims by mail to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601</p> <p>File paper encounters by mail to: Humana Claims Office P.O. Box 14605 Lexington, KY 40512-4605</p>
Behavioral health	<p>Humana payer IDs Claims: 61101 Encounters: 61102</p> <p>Submit claims directly and at no cost through www.availity.com.</p> <p>File paper claims by mail to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601</p>

Member ID card samples

Louisiana Medicaid card

Humana Healthy Horizons.in Louisiana

A Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.

MEMBER NAME

Member ID: HXXXXXXXXX

Effective Date: XX/XX/XX

RxGRP: N/A

RxBIN: 610514

RxPCN: LOUIPROD

Please present this card each time before you receive medical care except in an emergency. In case of emergency, call 911 or go to the closest emergency room.

Member/Provider Services & Grievances:

1-800-448-3810

Member Transportation Services:

1-844-613-1638

24-Hour Nurse Advice Line:

1-800-448-3810

24-Hour Behavioral Health Crisis Line:

1-844-461-2848

Member Reporting Medicaid Fraud:

1-800-488-2917

Pharmacy Prior Authorization:

1-866-730-4357

Pharmacist Rx Inquiries:

1-800-648-0790

Member Pharmacy Help Desk:

1-800-437-9101

TTY, call 711 | Please visit us at: [Humana.com/HealthyLouisiana](https://www.humana.com/HealthyLouisiana)

Please mail claims to or go to [Availity.com](https://www.availity.com)

Humana Claims, P.O. Box 14601, Lexington, KY 40512-4601

Humana Healthy Horizons.in Louisiana

A Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.

MEMBER NAME

Member ID: HXXXXXXXXX

Effective Date: XX/XX/XX

RxGRP: LAMCOPBM

RxBIN: 025986

RxPCN: 1214172240

PCP Name: XXXXXXXXXXXXXXXXXXXXXXXXXXXX

PCP Office/24 Hour Number: XXX-XXX-XXXX

PCP Address: XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Please present this card each time before you receive medical care except in an emergency. In case of emergency, call 911 or go to the closest emergency room.

Member/Provider Services & Grievances:

1-800-448-3810

Member Transportation Services:

1-844-613-1638

24-Hour Nurse Advice Line:

1-800-448-3810

24-Hour Behavioral Health Crisis Line:

1-844-461-2848

Member Reporting Medicaid Fraud:

1-800-488-2917

Member Pharmacy Help Desk:

1-800-424-1664

Pharmacy Prior Authorization:

1-800-424-1664

TTY, call 711 | Please visit us at: [Humana.com/HealthyLouisiana](https://www.humana.com/HealthyLouisiana)

Please mail claims to or go to [Availity.com](https://www.availity.com)

Humana Claims, P.O. Box 14601, Lexington, KY 40512-4601

Prime Therapeutics, Attn: GV-4102, P.O. Box 64811, St Paul, MN 55164-0811

Humana Healthy Horizons clearinghouse information—electronic data interchange

The following are some of the many clearinghouses offering services to healthcare providers. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.

Clearinghouse vendor name
Availity Essentials
TriZetto
Waystar
Change Healthcare
SSI Group

Humana payer ID	
Fee-for-service claims	61101
Encounter claims	61102

Annual compliance training

Humana Healthy Horizons supports healthcare providers in their efforts to provide care to patients with Medicaid coverage by offering training materials to help them meet state and federal compliance requirements.

There are a variety of materials available, including:

- Humana Healthy Horizons provider orientation and training
- Health, safety and welfare training
- Cultural competency training
- General compliance and fraud, waste and abuse training

More information is available on Humana Healthy Horizon's website at

Provider.Humana.com/medicaid/louisiana-medicaid by choosing the "Training materials" tab or at **Provider.Humana.com/working-with-us/provider-compliance**.

Pharmacy

Humana Healthy Horizons members get prescription drug coverage through the Prime Therapeutics PBM. Our members must use only Prime Therapeutics network pharmacies to get medications under the pharmacy benefit. To search if a pharmacy/drug is covered, visit the Prime Therapeutics website at www.lamcopbmpharmacy.com.

Pharmacy processing information:

- Bank identification number: 025986
- National Council for Prescription Drug Programs (NCPDP) version/release number: D.0
- Processor control number: 1214172240
- Group ID: LAMCOPBM

Prime Therapeutics pharmacy call center (available 24 hours a day, 7 days a week, 365 days a year):

- Member and Pharmacy Help Desk phone number: **1-800-424-1664**
- Pharmacy prior authorization phone number: **1-800-424-1664**
- Fax number: 1-800-424-7402

Prior authorization may be electronically submitted through www.covermymeds.health.