

Network Notification – Humana Healthy Horizons in Kentucky

Notice date: January 6, 2025
To: Humana Healthy Horizons® in Kentucky provider network
From: Humana Healthy Horizons in Kentucky
Subject: Behavioral Health Policy Updates for Psychoeducation (H2027) and Peer Support Services (H0038)

Effective January 1, 2025, Humana Healthy Horizons adopts the Kentucky Department for Medicaid Services' Behavioral Health Policy Updates for Psychoeducation (H2027) and Peer Support Services (H0038) policy. As a reminder, Humana Healthy Horizons processes these claims for payment as indicated by the department's policy, per the provider's Humana Healthy Horizons contract agreement and/or the out-of-network payment policy. Once the enrollee exceeds the benefit limit as established by the department, Humana Healthy Horizons denies the claim.

Providers may appeal the claim denial. Humana Healthy Horizons recommends that providers submit medical records as supporting documentation to prove the medical necessity for the service with the appeal request. If a provider does not agree with the decision on a processed claim, the provider has 60 calendar days from the date of the original claim denial to file an appeal. For more information on appeals, please refer to the Kentucky Medicaid Provider Manual.

Additionally, claims paid for Behavioral Health Policy Updates for Psychoeducation (H2027) and Peer Support Services (H0038) services that exceed an enrollee's benefit are reviewed for recovery. When appealing an overpayment recovery, Humana Healthy Horizons recommends providers specifically detailing "appeal" and submit medical records as supporting documentation to prove medical necessity for the service.

Written submission

Providers can submit appeals in writing to:
Humana Provider Correspondence Grievance and Appeals Department
P.O. Box 14546
Lexington, KY 40512-4546

Fax: **800-949-2961**

Digital submission

Providers can submit encrypted appeal supporting documentation online via **Availity Essentials™**. Providers also can check appeal status via **Availity Essentials**.