

Network Notification—Humana Healthy Horizons in Ohio

Notice date: March 14, 2025
To: Humana Healthy Horizons in Ohio provider network
From: Humana Healthy Horizons in Ohio
Subject: Retroactive member eligibility term issue

Summary

The Ohio Department of Medicaid (ODM) has informed Humana Healthy Horizons® in Ohio about a technical issue with member eligibility files resulting in incorrect term dates. ODM and Humana Healthy Horizons are actively working together to mitigate this issue quickly.

We apologize for any inconvenience this may have caused.

Impact

Humana Healthy Horizons has identified and corrected at least 18,000 members and claims that were denied in error since mid-January 2025. These claims will be submitted for rework through our escalated process.

The Humana Healthy Horizons eligibility verification system may not be correct. Therefore, claims and prior authorization denials will occur, such as:

- Members who are active, currently listed as termed
- Claims and prior authorization denial

Importance

To track the progression of this issue, Claims Payment Systemic Error (CPSE) report #232 has been generated. The CPSE report is updated on the 15th of each month on Humana Healthy Horizons' [provider website](#).

Questions?



You can find more information at Humana.com/HealthyOH or by calling Provider Services at **877-856-5707**, Monday – Friday, 7 a.m. – 8 p.m., Eastern time. You can also email us at OHMedicaidProviderRelations@humana.com.