



Healthcare Provider Resource Guide

Online self-service

A variety of healthcare provider resources are available online at [Humana.com/Provider](https://www.humana.com/Provider), with no registration required. Medicaid-specific materials, communications and quality resources can be found at [Humana.com/HealthySC](https://www.humana.com/HealthySC), including:

- Claims resources
- Clinical practice guidelines
- Health and wellness programs
- Network notices
- Pharmacy resources
- Provider publications—including the provider manual, newsletters and program updates
- Provider training materials
- Quality resources

Availity Essentials

Healthcare providers who want to work with Humana online can register at no cost through Availity Essentials™. This secure multipayer portal allows you to interact with Humana and other participating payers without learning multiple systems or remembering separate payer user IDs or passwords. Many Humana-specific tools are accessible via Availity Essentials.

To learn more, call Availity Essentials at 800-282-4548 or visit [Availity.com](https://www.availity.com). Availity Essentials lets you:

- Check eligibility and benefits
- Submit and view authorizations
- Check claim status
- Confirm/make claim submissions
- Receive remittance advice
- View member summaries
- Confirm/remedy overpayment
- Get electronic remittance advice (ERA) and set up electronic funds transfer (EFT)



Get paid faster and have your Humana Healthy Horizons® in South Carolina claim payments deposited automatically with ERA and EFT. Visit [electronic claims for providers](#) for more information on ERA and EFT.

For help or more information regarding these self-service tools, call Provider Services at **866-432-0001**. For training opportunities, please visit [Humana.com/ProviderSelfService](#) and select **view the webinar schedule to sign up for training** under **attend an educational webinar**.

Medicaid prior authorization list

Humana Healthy Horizons requires prior authorization for certain services to facilitate care coordination and to confirm that the services are provided according to South Carolina Department of Health and Human Services (SCDHHS) coverage policies. To determine if prior authorization is required for a patient with Humana Healthy Horizons, providers should review the South Carolina Medicaid Prior Authorization List (PAL) online at [Humana.com/PAL](#).

Frequent contacts

Important numbers	Contact information	Hours of operation (All times Eastern)
Provider services	866-432-0001	Monday – Friday, 8 a.m. – 6 p.m.
Medical and behavioral health prior authorizations and utilization management Authorizations also can be completed at Availity.com .	866-432-0001 Fax: 833-441-0950	Monday – Friday, 8 a.m. – 6 p.m.
Medication prior authorizations (step therapy, quantity limits and medication exceptions for medication supplied and billed through the pharmacy) Submit requests online or download a form at Humana.com/PA .	800-555-2546 Fax: 877-486-2621	Monday – Friday, 8 a.m. – 11 p.m.
CenterWell Pharmacy® (mail order for maintenance medications)	800-379-0092 (TTY:711) Fax: 800-379-7617	Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m.
Medication intake team (prior authorization for medication administered in medical office)	866-461-7273 Fax: 888-447-3430	Monday – Friday, 8 a.m. – 11 p.m.
CenterWell Specialty Pharmacy®	800-486-2668 (TTY: 711) Fax: 877-405-7940	Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m.
Claim payment inquiries	866-432-0001	Monday – Friday, 8 a.m. – 6 p.m.

Important numbers	Contact information	Hours of operation (All times Eastern)
Availity Essentials	800-AVAILITY (800-282-4548)	Monday – Friday, 8 a.m. – 7:30 p.m.
Care management referrals and assistance	SCMCDCareManagement@humana.com, SCMCDCareManagement_BH@humana.com, SCMCDHumanaBeginnings@humana.com	Monday – Friday, 8 a.m. – 5 p.m.
SCDHHS – Provider Service Center	888-289-0709	Monday – Thursday, 7:30 a.m. – 5 p.m. Friday, 8:30 a.m. – 5 p.m.
Humana	800-614-4126	Available 24/7
SCDHHS	SCDHHS website	Available 24/7

Important addresses

Humana department	Address
Provider correspondence	Humana Attn: Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601
Provider disputes	Humana Attn: Provider Disputes P.O. Box 14601 Lexington, KY 40512-4601 Email: SCMCDProviderDispute@humana.com
Member grievances and appeals	Humana Attn: Grievances and Appeals P.O. Box 14546 Lexington, KY 40512-4546
Paper claims	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
Paper encounters	Humana Encounters P.O. Box 14605 Lexington, KY 40512-4605
Quality improvement program	Email: HHSCQualityManagement@humana.com
Provider demographic changes	Medical and physical health providers email: SCProviderUpdates@humana.com ; Behavioral health providers email: SCBHMedicaid@humana.com

Claims process by coverage

Coverage type	
Medical and behavioral health	<p>Humana payer IDs Claims: 61101 Encounters: 61102</p> <p>Submit claims directly at no cost through 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>
Vision	<p>Superior—Submit vision claims to: Superior Attn: Claims Department P.O. Box 967 Rancho Cordova, CA 95741</p>
Pharmacy	<p>To join Humana’s network, pharmacy providers can complete the application available at Pharmacy Forms and Manuals - Humana, and fax to 866-449-5380 or email PharmacyContractRequest@humana.com.</p>

Web resources

- Humana Healthy Horizons in South Carolina Provider Manual – **Humana.com/provider/news/publications**
- Humana PAL – **Humana.com/PAL**
- Availity Essentials – Availity.com
- Provider communications such as newsletters and network notices – **Humana.com/HealthySC**
- Training materials – **Humana.com/ProviderCompliance**

Member ID card samples

Please ask patients covered by Humana Healthy Horizons in South Carolina to present their ID cards at the time of service.



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 website	Website
Availity	Availity.com
Change Healthcare	ChangeHealthcare.com
Trizetto®	TrizettoProvider.com
SSI Group	TheSSIGroup.com
Humana payer IDs	
Fee-for-service claims	61101
Encounter claims	61102

Annual compliance training

Humana supports physicians and other 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 in South Carolina Medicaid Provider Orientation and Training**
- **Health, Safety and Welfare Training**
- **Cultural Competency**
- **General Compliance and Fraud, Waste and Abuse Training**
- **Ethics Every Day for Contracted Healthcare Providers and Third Parties (Standards of Conduct)**

Find these trainings online at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance) or on Availity.com.

Be sure to complete the Medicaid Partner Training Attestation form to ensure completion is documented.

More information is available at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance). See the **Humana Healthy Horizons in South Carolina Provider Manual** for further guidance.

Covered services

Humana Healthy Horizons, through its contracted healthcare providers, is required to arrange for the following medically necessary services for each member, including:

- Abortions (coverage only when rape, incest or pregnancy endangering the woman's life is documented)
- Ambulance transportation
 - Transportation for out-of-state medical services
- Ancillary medical services
- Audiological services
- Managed care organizations are responsible for the full array of behavioral health services set forth in the following manuals, all of which you can find online:
 - Autism Spectrum Disorder Provider Manual
 - Clinic Services Manual
 - Community Mental Health Services Manual
 - Hospital Services Provider Manual
 - Licensed Independent Practitioners Rehabilitative Services Provider Manual
 - Pharmacy Services Manual
 - Physicians Services Provider Manual
 - Provider Manual
 - Psychiatric Residential Treatment Services located in the Psychiatric Hospital Services
 - Rehabilitative Behavioral Health Services Provider Manual
- BabyNet
 - Administered by SCDHHS, BabyNet provides early intervention services for children from birth to age 3.
 - Services include supports and resources to assist and enhance the learning and development of infants and toddlers with disabilities and special needs.
- Chiropractic services
 - Limited to 6 visits per year for manual manipulation of the spine to correct a subluxation
- Communicable disease services
- Disease management
- Durable medical equipment
- Early and periodic screening, diagnostic and treatment services/well-child visits
- Emergency/post-stabilization services
- Family planning services
- Home health
- Hysterectomies

- Immunizations (vaccines)
 - For children 18 years and younger, vaccines are covered through the Vaccines for Children Program.
- Immunizations (vaccines)
 - For adults age 19 and older, vaccines are covered as recommended by the Advisory Committee on Immunization Practices.
- Independent laboratory and X-ray services
- Inpatient hospital services
- Institutional long-term care facilities/nursing homes allowed for 90 days to assist with transition
- Maternity services
- Outpatient services
- Physician services
- Pharmacy/prescription drugs
- Rehabilitative therapies for children—non-hospital based
- Sterilization services
- Substance use disorder
- Telehealth services
- Transplant and transplant-related services
- Vision care
- Additional services

Go365® for Humana Healthy Horizons

Go365 for Humana Healthy Horizons® is a wellness program that offers Humana Healthy Horizons members the opportunity to earn rewards for taking healthy actions. Most of the rewards are earned and awarded when Humana Healthy Horizons receives a healthcare provider's claim for services rendered. Humana Healthy Horizons recommends that all providers submit their claims on behalf of a member no later than December 31, 2024. This allows members time to redeem their reward(s). Humana Healthy Horizons publishes billing guidelines for these services on [Humana.com/HealthySC](https://www.humana.com/HealthySC). For more information on Go365 for Humana Healthy Horizons added benefits, please see your **provider manual**.