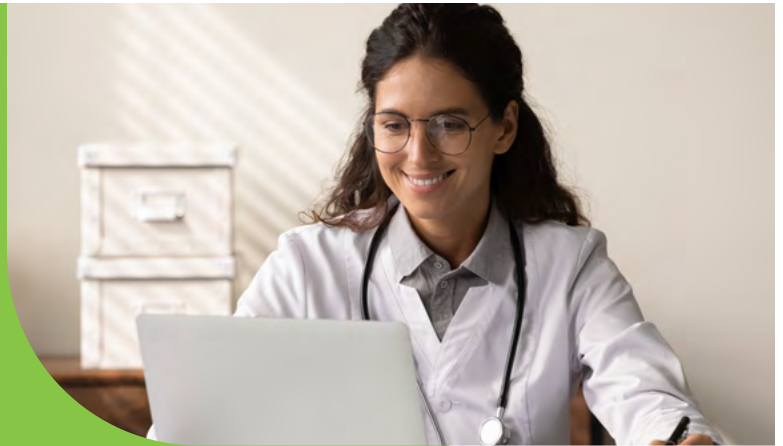


South Carolina New Horizon

2023
Volume III



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Humana Healthy Horizons takes a whole-care approach in helping families and providers with nursing facility admissions

Families may find themselves overwhelmed when dealing with the need to place their loved ones into a skilled nursing facility. Humana Healthy Horizons® in South Carolina strives to provide the best care for our members and work to streamline the authorization processes for providers to prevent barriers and deliver the best experience for all parties involved.

Humana Healthy Horizons utilization and/or case management teams will collaborate with the **South Carolina Department of Health and Human Services (SCDHHS)** to identify those in need of long-term care facilities.

Nursing facilities are required to have the following forms before admitting a member for long-term care services. These forms help to avoid a medical necessity review when a prior authorization request is submitted:

- Level of Care Certification (DHHS Form 185/185S)
- Completed Preadmission Screening and Resident Review (PASARR) Form
- Notice of Admission, Authorization and Change of Status for Long Term Care (DHHS Form 181)

When discharge needs are identified, the utilization management team will work with providers and make referrals as needed to our care management team. The care management team engages providers, members, and families, when appropriate, to directly assess for community long-term care and assist with the waiver process to transition to state Medicaid services.

Humana Healthy Horizons in South Carolina is committed to providing an efficient authorization process, reducing burdens and providing an integrated, whole-care approach to meet our members' health and social needs.

Do you need assistance finding a skilled nursing facility? You can reach out to our utilization management team using any of the following three options:

- Phone: **800-558-4444**, ext. **1500151**
- Email: **SCMCDUM@humana.com**
- Fax: **833-441-0947**

Assertive community treatment services and new autism spectrum disorder codes, rates and service limit increases take effect

To better serve the needs of behavioral health Medicaid patients, **SCDHHS** began coverage of assertive community treatment (ACT) services on July 1, 2023. SCDHHS also added additional coverage and increased reimbursement rates for autism spectrum disorder (ASD) groups.

These new offerings aim to address the diverse and evolving mental health needs of members. Humana Healthy Horizons is proud to offer these services to our members to ensure they receive the

necessary support and resources to achieve optimal mental well-being.

ACT uses a holistic treatment approach designed to provide comprehensive, community-based behavioral health treatment, rehabilitation and support to patients with serious and persistent mental illness. ACT services help improve coordination of care. Through this model, providers are reimbursed by an all-inclusive daily rate for rendering services. This applies to **Healthy Connections Medicaid** members who may be currently receiving services that are billed as standalone Rehabilitative Behavioral Health Services (RBHS) services. Utilizing the daily rate for ACT services precludes billing for any other behavioral health service. Please refer to the RBHS manual on the ASD Provider Resources webpage for more information on procedure codes, prior authorization and rates.

The changes in coverage and reimbursement rates for ASD groups were made to improve overall service delivery for our members and strengthen our provider network.

The following codes were added:

97154 – Group Adaptive Behavior Treatment by Protocol, multiple patients, performed by a registered behavioral technician

97158 – Group Adaptive Behavior Treatment by Protocol, multiple patients, performed by a board-certified behavior analyst

For more information on the rate increase, fee schedules and procedure codes, refer to the ASD services provider manual on the **SCDHHS ASD Provider Resources webpage**.

Humana Healthy Horizons recognizes mental health is an essential part of overall well-being and understands the significant impact it has on members, families and communities. By adapting to the changing landscape of behavioral health, we are dedicated to promoting mental wellness and access to vital services. We appreciate your ongoing support as network providers.

If you have questions, please call Tammy Nollen, Humana Healthy Horizons provider engagement professional for behavioral health, at **803-977-3392**.

Help children get the most from annual back to school wellness visits

Wellness visits, sports physicals and immunizations are the best way for PCPs to help members stay healthy, monitor child development, detect social needs of the family and stay connected with patients. Wellness visits also allow members the opportunity to earn **Go365®** rewards for healthy living.

The following are some best practices to help children and families get the most out of their annual wellness visits:

- Make every visit count—appropriate sick visits and sports physicals for children can be used to capture the components for compliance, including body mass index (BMI) percentiles, nutritional guidance, physical activity assessments/anticipatory guidance and vaccinations.*
- Emphasize to parents the importance of yearly well visits for optimum health.
- Ask patients if they have sports forms to sign during the wellness visit.
- Discuss daycare, school vaccines and healthy habits with families.
- Ensure the member's medical record includes immunization history from all sources.

- Update the **South Carolina Immunization Information System registry**.
 - Encourage families to schedule their child's next wellness visit before they leave the office.
 - Set gap alerts and use standardized templates in charts and electronic medical records.
 - Encourage families and patients to set a reminder on their calendar.
 - Discuss care barriers, including lack of **transportation** to visits, the drugstore or other types of medical appointments, and work and school schedules.
- * Medicaid coverage in South Carolina for the human papillomavirus (HPV) vaccine was extended as of July 1, 2023, for members 19-45 years old to align with **Centers for Disease Control and Prevention (CDC)** recommendations.

Encourage your patients with mental illness diagnoses to have diabetes screenings, given metabolic risks

Ensuring members with schizophrenia or bipolar disorder are screened for diabetes is an effort to decrease health risks within disparity groups. These tests can include hemoglobin A1c or glucose monitoring.

Help patients control their high blood pressure with a team-based approach

There are many ways providers can help patients with blood pressure control, such as team-based care.

According to the **CDC**, team-based care aims to enhance patient care by having health professionals from different disciplines work collaboratively with the patient and the patient's primary care provider (PCP). Team members, including nurses, pharmacists, community health workers, social workers and other health professionals, use their unique training and skills to implement team-based care and can strategically distribute and share responsibilities to support the care plan.

Team-based care to improve blood pressure control can include the following steps:

- **Patient follow-up.** Team members can support patients after visits with their PCP. This could include the following:
 - Designing or facilitating the use of a patient self-management plan
 - Using technology to regularly communicate with patients and improve adherence to their self-management plans
 - Regularly confirming appointments and treatment plans
- **Medication management.** Achieving blood pressure control often requires adjusting the doses of medications to find the right fit for the patient.
- **Medication adherence support.** Patients may face barriers to taking their medications as prescribed. Team members can help patients improve adherence by identifying and working to address these barriers with education and coaching. The Community Preventive Services Task Force (CPSTF) recommends **tailored pharmacy-based interventions** to improve medication adherence.

- **Self-management support.** Lifestyle changes, including adopting a healthy diet, getting more physical exercise, maintaining a healthy weight, reducing stress and not smoking, can be difficult to achieve and maintain. Team members can support and empower patients to take an active role in controlling their high blood pressure by helping them adopt these lifestyle changes. Strategies include health behavior counseling, coaching and education. Humana Healthy Horizons offers health coaching to members.
- **Self-measured blood pressure (SMBP).** Patients may benefit from regular use of personal blood pressure monitoring devices to assess and record blood pressure, typically at home. CPSTF recommends **SMBP interventions** either alone or **in combination with additional support** to improve blood pressure control outcomes. Team members can collaborate to educate, train and support patients' regular use of SMBP devices. Humana Healthy Horizons can provide members with self-monitoring devices. Members can reach out to our care management team by emailing **SCMCDCareManagement@humana.com**.

More information and resources about team-based care can be found on the CDC webpage **Team-Based Care to Improve Blood Pressure Control**.

Patient attitudes and concerns may predict lower statin medication adherence

"Drugs don't work if patients don't take them," said former Surgeon General C. Everett Koop: This is currently the case with statins.

The **National Committee for Quality Assurance (NCQA)** states that statin medication adherence for patients should be 80%.

According to the CDC's **Million Hearts initiative**, there are some predictors that the patient may not be taking their medications as directed:

- Demonstrates limited proficiency in English or low literacy
- Has a history of mental health issues like depression, anxiety or addiction
- Doesn't believe in the benefits of treatment
- Believes medications are unnecessary or harmful
- Expresses concerns about medication side effects
- Expresses concern over the cost of medications
- Mentions how tired they are of taking medications

Healthcare professionals can empower patients to take their medications as prescribed. Effective two-way communication is critical and doubles the odds of your patients taking their medications properly. Try to understand your patients' barriers, and address them honestly to build trust.

South Carolina Birth Outcomes Initiative brings together a variety of organizations

The **South Carolina Birth Outcomes Initiative (SCBOI)** is a wide-ranging collaborative that convenes the **South Carolina Hospital Association, South Carolina Department of Health and Human Services, the Department of Health and Environmental Control**, all 45 South Carolina birthing hospitals, **BlueCross BlueShield of South Carolina**, the South Carolina **American College of Obstetricians and Gynecologists, March of Dimes**, South Carolina Neonatal Medical Consortium, and the **South Carolina Obstetrical and Gynecological Society** to address issues related to maternal and neonatal health.

SCBOI seeks to improve health outcomes in both moms and babies throughout South Carolina. SCBOI leverages the collective impact model to identify a common agenda and provide for continuous communication. Learn more about the SCBOI on their **website**.

Mom's IMPACTT provides mental and substance-use support

Mom's IMPACTT is a free mental health and substance use disorder resource and referral program for people who are pregnant or within 12 months postpartum, and any healthcare provider caring for a pregnant or postpartum person.

The program is designed to support frontline providers and build their capacity to recognize, assess, treat and/or refer people with perinatal mood and anxiety disorders, perinatal substance-use disorders, and/or intimate partner violence to resources and treatment via training, toolkits and consultations.

Mom's IMPACTT has four components:

- Real-time psychiatric consultation for providers serving pregnant and postpartum people
- Links to community-based resources, treatment and support groups
- Training for providers and staff on mental health and substance use screening, discussion of screening results, treatment options and referral, and risks and benefits of medications
- Psychiatric consultation for pregnant and postpartum people with mental health and substance-use concerns

For more information, visit the **Mom's IMPACTT website** or call **843-792-6667**.

Remind your Humana Healthy Horizons-covered patients that transportation to medical appointments is part of their member benefit

Humana Healthy Horizons members are eligible for transportation assistance to help them get to medical appointments. Transportation services, accessible through **Modivcare**, are available for the following medical services:

- Dialysis
- Doctor visits
- Drugstore visits
- Lab work
- Visiting a baby in the NICU
- X-rays
- And other types of medical appointments

Members must request a ride at least three days before their appointment by calling member services at **866-432-0001 (TTY: 711)**. A family member or friend may also drive the member to an appointment and **request mileage reimbursement**.

Motivate patients with rewards for health activities with Go365 for Humana Healthy Horizons

Members 18 and older can earn rewards by enrolling in **Go365 for Humana Healthy Horizons®**. Completing recommended screenings and visits can earn your patients rewards, which may encourage them to be more proactive in their health. At the conclusion of a visit, please take the opportunity to remind them about qualifying for specific rewards. This **handy printable chart** shows eligible healthy activities.

Enhance your practice with tips and updates from Provider Relations

Your feedback is important—it helps us better serve you

At Humana Healthy Horizons, we always look for innovative ways to better serve our providers. To this end, we compiled feedback from providers across the state and implemented several new ways to better serve you, including:

PCP change requests can now be done via fax

Providers and members may continue to update the PCP on record by calling the provider call center at **866-432-0001 (TTY: 711)** or via the **MyHumana** app. We are pleased to announce that PCP change requests also can now be faxed. The form, along with instructions, can be accessed on this **webpage**.

Webinars are a convenient education option

On-site provider training and education can be a great way to learn, but sometimes providers need more learning options to fit their busy schedules. Based on a provider survey conducted earlier this year, we recognized the need for online webinars in addition to our in-person regional provider summits. Our inaugural online summit will take place this winter. We will be sharing more information and details with you as the event gets closer.

Training and continuing education with Relias

Did you know that as a participating provider with Humana Healthy Horizons, you have access to **Relias**, a web-based continuing education library? Relias provides more than 300 modules to choose from and offers 500 hours of continuing education credits, free of charge. More information about Relias can be found **here**.

Get to know social determinants of health

We are creating evidence-based, scalable and financially sustainable solutions to reduce health disparities with our community partners and contracted healthcare practices. **Learn more about social determinants on our webpage**.

Annual compliance training due by year's end

Please complete your annual Medicaid compliance training and attest via **Availity Essentials** no later than Dec. 31, 2023.

One-on-one training for your practice

Our Provider Relations team is available to conduct one-on-one training for your practice on-site or virtually. If you are interested in scheduling an education seminar, please contact a member of our Provider Relations team:

Gina Ruiz –Hospitals and Physician Hospital Organizations Provider Relations	GRuiz7@humana.com 502-580-9140
Jermaine Tart –RHC, FQHC and Independent Practices Provider Relations	JTart2@humana.com 803-414-5475
Tammy Nollen –Behavioral Health Provider Relations	TNollen@humana.com 803-977-3392

Tell us how we are doing at our Community Advisory Committee: You're invited

During the year, we invite our members, community partners and providers to meet with us and provide feedback on our services and quality initiatives. Those who participate become part of our Community Advisory Committee.

Join us at our upcoming virtual meeting:

- Dec. 6, 2023, 2 p.m. – 3 p.m.

To reserve your spot or for more information, please call **866-432-0001 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time, or email **SCMCDCareManagement@humana.com**.

Community partners or providers can email Madonna Farray at **MFarray@humana.com**.

Fall community events around the state

Sister Care Songbird Cafe

Pastides Alumni Center at USC - 900 Senate Street, Columbia, SC 29201

Thursday, Oct. 26, 2023

6:30 p.m. – 8:30 p.m.

Veterans Networking Luncheon

Towne Tavern at Fort Mill - 2000 SC-160, Fort Mill, SC 29708

Thursday, Nov. 16, 2023

11:30 a.m. – 1:30 p.m.

Walk With a Doc

Hampton Park - 30 Mary Murray Drive, Charleston, SC 29403

Saturday, Nov. 18, 2023

9 a.m. – 10 a.m.

Our calendar of events for members can be accessed on our **South Carolina Medicaid News and Alerts page**.

Humana Healthy Horizons plays an active role in many South Carolina communities

In May, Humana Healthy Horizons was proud to sponsor the 2023 NAMIWalks Upstate South Carolina in Greenville, presented by NAMI, the National Alliance on Mental Illness, known locally as NAMI Greenville. NAMIWalks is the largest, most vibrant mental health event series in the country. NAMI Greenville teamed up with the NAMI Spartanburg County affiliate and NAMI Anderson-Oconee-Pickens (AOP) county affiliate to host NAMIWalks Upstate South Carolina.

NAMIWalks takes place in more than 120 locations and invites participants to share their stories, build community and walk together to support mental health. Funds raised directly support NAMI Greenville's mission of education, advocacy, support and public awareness.

Converge Summit

There is nothing that makes providers, teachers, therapists, and parents feel more helpless than not being able to communicate or respond effectively when a child or adolescent with autism is acting out, engaging in self-harming behaviors. In May 2023, Humana Healthy Horizons was proud to sponsor the 2023 National Converge Autism Summit. This national summit is dedicated to all the unsung heroes who fight and search every day for answers and support. Humana Healthy Horizons was happy to partner with Converge, which is dedicated to providing an educational forum to help children and adolescents with autism, as well as their families.

Women's Empowerment Conference

Humana Healthy Horizons was a proud sponsor of the 2023 Women's Empowerment Conference, which took place June 24 at Christ Central Ministries Mission Lake in Gaston. This meaningful event impacted several families without healthcare and assisted women and families who are in transition from homelessness. More than 100 attendees received information on healthcare coverage, along with Humana-branded items.

Heritage Week Butler Heritage Foundation

Humana Healthy Horizons was a proud sponsor of the 2023 Heritage Week Butler Heritage Foundation events, which took place June 26 – July 1. Events included The Community Taste of Butler, TB Thomas Golf Tournament, Community Basketball game Tournament and the Tiger Community Family Tailgate.

Patient Appreciation Day

Humana Healthy Horizons was a proud vendor of the Patient Appreciation Day events Aug. 8 - 10 with Health Care Partners of South Carolina in the communities of Johnsonville, Conway and Marion.

Our Community Engagement Team:

Madonna Farray, MSP, CCM Community Management Lead – Midlands Region	MFarray@humana.com 803-873-6128
Chris Sherill, MA, MAIS, QP, LSSBB Senior Community Management Professional – Upstate Region	CSherill@humana.com 864-923-4287

Melissa Doyle Senior Community Management Professional – Lowcountry Region	MDoyle9@humana.com 843-544-5848
Ashley McClendon Senior Community Management Professional – Pee Dee Region	AMcclendon6@humana.com 803-920-9780

Address potential communication issues for patients with limited English skills with cultural competency training

Limited English Proficient (LEP) members may have trouble interacting with their healthcare team, which can lead to poor chronic disease management, poor adherence to medication regimens, hospitalizations and poor outcomes.

If a member requires assistance with over-the-phone or sign language interpretation, please call **877-320-2233**.

Federal and state regulations regarding accessibility and effective communication state providers are responsible for providing over-the-phone or in-person/video remote interpretive services to LEP members.

Humana’s cultural competency training provides instruction on how to work with our LEP members including instruction methods, Ask Me 3 and the teach-back tool. Be sure to complete your annual cultural competency training as a Humana network provider. View the **2023 cultural competency training** document.

For more information on laws and regulations, visit the **U.S. Department of Health and Human Services Civil Rights Section** and the **ADA’s page on effective communication**.

Take advantage of Humana’s Making It Easier series resources

“Making It Easier for Physicians and Other Healthcare Providers” is a series of **educational presentations** about Humana Healthy Horizons’ claim payment policies and processes.

Download the **Tools and Resources for Physicians and Other Healthcare Providers Resource Guide** to learn about Humana Healthy Horizons’ inventory of useful tools and resources, which can simplify your claims and other interactions with Humana Healthy Horizons.

For more information about the webinars, please visit **Humana.com/MakingItEasier**. You also can find Humana Making It Easier content in the Humana Payer Space under the Resources tab on **Availity.com**.

To receive notifications whenever we add or update content, subscribe via the “Stay Connected” box on **Humana.com/MakingItEasier**.

Humana Healthy Horizons in South Carolina provider website and resources

The **Humana Healthy Horizons in South Carolina provider website** has materials and resources to help you achieve optimal results:

- Provider Manual
- Regular network notices
- Telemedicine information
- Provider Resource Guide
- Provider training materials
- Prior authorization information

We encourage you to visit the website frequently, as we regularly update the information available.

Humana's provider compliance training

Healthcare providers serving Humana Healthy Horizons in South Carolina Medicaid plans must complete the following training modules:

- Humana Medicaid provider orientation
- Health, safety and welfare training
- Cultural competency
- Compliance and fraud, waste and abuse training

To start your training: Go to [Availity.com](https://www.availity.com)

1. **Sign in** and select “Payer Spaces,” then “Humana.”
2. Under the **Resources tab**, select “Humana Compliance Events” to begin.

For more information, please visit [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance) or [Humana.com/SCTraining](https://www.humana.com/SCTraining). Updated versions of the Provider Orientation and Training document are posted on the South Carolina Medicaid provider website at [Humana.com/HealthySC](https://www.humana.com/HealthySC).