

South Carolina New Horizon

2023
Volume II



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Humana
Healthy Horizons®
in South Carolina

Healthy Connections 

Humana Healthy Horizons in South Carolina is a Medicaid Product of Humana Benefit Plan of South Carolina, Inc.

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A welcome message from our chief medical officer

On behalf of Humana Healthy Horizons® in South Carolina, I want to welcome you to the second edition of the New Horizon provider newsletter. As the leader of clinical, quality and health equity, I assure you that we aim to provide excellent, compassionate and comprehensive support to the communities we serve. We cannot accomplish this without your hard work, so it is an honor to work alongside you to improve health outcomes, reduce disparities and ensure the highest level of satisfaction for both our members and providers. We are excited to work with you and appreciate feedback that allows us to raise the level of service to our network, grow our membership and improve communication with our community partners.

At Humana Healthy Horizons, we continuously evaluate our performance and look for innovative ways to integrate across health domains including physical and behavioral health, pharmacy, and social determinants of health. We are also committed to improving health equity by working together to provide accurate health information. You are a critical conduit in helping deliver important health communications.

Our members look to you for expert advice, counsel, encouragement, and so much more. This newsletter is just one way we share information with you so you can feel empowered sharing it with them.

In this newsletter and future editions, we will share news, information, tools and more, to help simplify your experience and serve as a resource while you continue to provide the best in patient care. We understand that our success is a continued reflection of your commitment to our members and network, and we thank you for your participation.

We look forward to a productive long-term relationship with you and appreciate your important efforts as a Humana Healthy Horizons provider.

With sincere thanks,



Ayo Gathing, M.D.

Chief Medical Officer and Regional Vice President
Humana Healthy Horizons in South Carolina

South Carolina Medicaid redetermination effort underway

The federal government directed state Medicaid agencies to restart the standard annual eligibility review process, effective April 1.

During the COVID-19 public health emergency (PHE), the annual eligibility renewal process, also known as redetermination, was placed on hold. The federal government announced that the PHE will end on May 11, and once it does, eligibility renewal requirement reviews will resume. The redetermination process will take place over the next 12 months. Members need to renew or risk losing their coverage.

Please encourage your Humana Healthy Horizons-covered patients to take action to protect their healthcare coverage. Let them know to be on the lookout for a packet in the mail from the **South Carolina Department of Health and Human Services (SCDHHS)** regarding their Medicaid coverage.

Members can renew their Medicaid coverage by phone, fax, through the mail or in person. They can access more information about coverage and benefits at the **Healthy Connections Medicaid website** or by calling **888-549-0820 (TTY: 888-842-3620)**, Monday through Friday, 8 a.m. to 6 p.m.

Members with questions about their Humana Healthy Horizons plan can call member services at **866-432-0001 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m., Eastern time. Members also can visit our **coverage renewal webpage** for more information.

Quality improvement best practices can help improve patient outcomes

Quality improvement efforts throughout Humana are fueled by Humana's mission to help people achieve their best health, and preventive care plays a key role.

Our continually evolving effort adapts and responds to the changing needs of our members, practitioners, providers, communities and associates.

Here are some best practices providers can adopt to help improve outcomes for members:

- Emphasize the importance of yearly well visits and recommend to members during their visit to get their annual eye exam and applicable cancer screenings for their age and gender.
- Make every member visit count: appropriate sick visits and sports physicals for children can be used to capture components for compliance, including BMI percentiles, nutritional guidance, physical activity assessments/anticipatory guidance and vaccinations, as recommended by the Centers for Disease Control and Prevention (CDC) at **CDC.gov**.
- Document interval history and obtain all emergency room and urgent care records to ensure continuity of care.
- Use standardized templates in charts and electronic medical records (EMRs).
- Set gap alerts in your EMRs.
- Use consistent and clear language when educating members about the importance of immunizations. For example: "the child is up to date with all immunizations" does not meet compliance.

- Ensure that the member's medical record includes immunization history from all sources.
- Update the **South Carolina Immunization Information System registry**.
- Try to schedule the member's next visit at the end of each appointment.
- Consider offering extended office hours or weekend availability to help members whose work or school schedules are a barrier to receiving care.
- Remind patients of after-hours policies and procedures.
- Record referral/consultation status and results in the medical record.
- Specialist providers should encourage member-primary care provider (PCP) relationship building to promote consistent and coordinated healthcare.

Providers can directly refer members to care management services

The Humana Healthy Horizons utilization management (UM) and care management (CM) teams are always looking for ways to help members who may require a referral for support and/or additional services.

The utilization team gathers information from the documents received from our network providers who have direct contact with our members. During reviews for the requested service, if a need is confirmed, UM staff create an internal referral for our care management team to engage the member with education about the resources available.

Humana Healthy Horizons employs registered nurses and social workers with training in physical and behavioral health for both adult and pediatric populations, in addition to prenatal and postpartum care.

Our care managers receive referrals in various ways: from the UM team (as noted above), our member services team, our nurse advice line team, our partners in the field and other providers.

Providers can directly refer a member to our CM team by the following methods:

- Phone: **866-432-0001 (TTY: 711)**
- Fax: **833-441-0948** for physical health needs, or **877-533-3690** for behavioral health needs
- Email: **SCMCDCareManagement@humana.com** for physical health needs or **SCMCDCareManagement_BH@humana.com** for behavioral health needs

Referrals are appropriate when the following needs or concerns are identified:

- Accessing community resources
- Assistance with applying to waiver programs
- Education on disease management
- Education on medication management
- **Food insecurity**
- **Notification of birth**
- **Notification of pregnancy**

- Obtaining prescription medications
- One-on-one help locating providers or specialty providers
- Tobacco use or vaping
- **Transportation to and from appointments**
- **Unstable housing or living conditions**
- Weight management

Members can self-refer, and we encourage you as their provider to also make referrals on their behalf to enhance care coordination and services.

New training to focus on reducing behavioral health stigma

Unlike many diseases and conditions, behavioral health is often associated with stigma. This stigma is frequently a barrier for members who want to address their behavioral health needs.

Understanding and acknowledging that behavioral health can affect every aspect of life is important for our members' overall well-being. It's why Humana Healthy Horizons acknowledges that addiction and other mental health challenges are diseases, similar to diabetes or hypertension.

At Humana Healthy Horizons, we work diligently to reduce the stigma around substance use and mental health challenges. Coming soon, we will offer provider training focusing on the stigma associated with mental health challenges. We encourage you to join us.

In this training, topics covered include:

- An overview of stigma
- Tips on how you can help reduce stigma
- How stigma plagues certain communities
- A look at nationwide resources

We look forward to you joining us at one of our upcoming Regional Provider Summits to learn about the stigmas that surround and affect behavioral health. Read our article in this newsletter for locations and dates.

Transportation to medical appointments is part of member benefits

Humana Healthy Horizons members are eligible for transportation assistance to help them get to medical appointments.

Transportation services, available through ModivCare, are available for the following medical services:

- Doctor visits
- Lab work
- Dialysis
- X-rays
- Drugstore visits
- Other types of medical appointments

Humana Healthy Horizons in South Carolina members have coverage for certain types of transportation services. Other types of transportation services may be available to members through the South Carolina Department of Health and Human Services.

Members must request a ride at least three days before their appointment by calling member services at **866-432-0001 (TTY: 711)**.

Same Way, Same Day Program app helps providers discuss HPV vaccine

Humana Healthy Horizons wants to partner with our providers to help decrease cancer rates in our state. The Same Way, Same Day Program, through the American Academy of Pediatrics, is designed to enhance our ability to introduce human papillomavirus (HPV) vaccines as a form of prevention necessary for better patient outcomes.

Physicians can download the Same Way, Same Day app to assist in talking about HPV with patients. The app was developed by the Academic Pediatric Association, American Academy of Pediatrics and Kognito. It features brief, interactive role-play simulations and is designed to enhance healthcare professionals' ability to discuss the HPV vaccine with young patients and address the concerns of hesitant parents.

The American Academy of Pediatrics has a short **YouTube video** about the app. The app is available for download on Google Play and the Apple App Store.*

The Centers for Disease Control and Prevention recommends everyone through age 26 get the HPV vaccine if they were not already fully vaccinated. The HPV vaccine is not generally recommended for people older than age 26.¹

* All product names, logos, brands and trademarks are property of their respective owners, and any use does not imply endorsement.

1. "HPV Vaccine," Centers for Disease Control and Prevention, last accessed March 24, 2023, <https://www.cdc.gov/hpv/parents/vaccine-for-hpv.html>

Medical record review requests, storage practices and documentation

To comply with regulatory requirements, Humana Healthy Horizons may request a medical record documentation review for a member.

To improve quality of care, it is important that providers maintain comprehensive clinical records that reflect all aspects of care for each member, including information about pharmaceuticals, referrals, in-patient history, and documentation of all PCP and specialty care services, etc., in a complete and accurate medical record that meets or exceeds **SCDHHS** specifications.

Records should be safeguarded against loss, destruction or unauthorized use and must be accessible for review and audit. Such records shall be readily available to the **SCDHHS** and/or its designee and contain all information necessary for the medical management of each Medicaid member.

Providers shall maintain medical records in a secure, timely, legible, current, detailed, accurate and organized manner, to permit effective and confidential patient care and quality review. If a medical record is requested from your practice, please send the record and all requested components to us in a timely manner.

Please refer to pages 49-51 of the **Provider Handbook** for more details on documentation procedures and practices.

Join us this fall at a Regional Provider Summit

Humana Healthy Horizons will host its annual Regional Provider Summit this fall in locations across the state. This networking and education event gives you an opportunity to learn more about us and:

- **SCDHHS** contractual requirements and updates
- Quality initiatives and reward programs
- Value-added benefits

Summit locations and dates:

Greenville

Senior Action
3715 E. North Street
Suite K
Greenville, SC 29615
Tuesday, Sept. 12, 2023
9:30 a.m. – 10:30 a.m.

Columbia

Cooperative Health
169 Laurelhurst Avenue
Columbia, SC 29210
Tuesday, Sept. 19, 2023
9:30 a.m. – 10:30 a.m.

Myrtle Beach

Horry-Georgetown Technical College
Herman C. Jones Conference Room
950 Crabtree Lane
Myrtle Beach, SC 29577
Thursday, Oct. 5, 2023
9:30 a.m. – 10:30 a.m.

Charleston

Bon Secours St. Francis Xavier Hospital
2095 Henry Tecklenburg Drive
Charleston, SC 29414
Tuesday, Oct. 17, 2023
9:30 a.m. – 10:30 a.m.

To secure your spot, please RSVP by Sept. 1, 2023 by:

- Emailing **SCMedicaid@humana.com**
- Calling our Provider Relations team at **502-476-4354**

For your RSVP, please provide:

- The name of your practice
- Your Tax Identification Number
- The session you want to attend
- The number of attendees

Thank you for being a valued member of the Humana Healthy Horizons provider network. We look forward to seeing you at a Regional Provider Summit.

Training and claims reminders

- Complete your annual compliance training and attest via **Availity Essentials** (see “Humana’s provider compliance training” below for more details).
- Submit practice demographic updates for physical health to **SCProviderUpdates@humana.com**.
- Submit practice demographic updates for behavioral health to **SCBHMedicaid@humana.com**.
- If you would like to schedule one-on-one training for your practice, 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
- South Carolina Medicaid requires ambulatory surgical center (ASC) charges to be billed on a CMS-1500 form.
- Hospital observation charges can only be billed in one-unit increments per claim. Charges for additional observation days must be billed on separate claim forms to be considered for reimbursement.

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 with 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 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**

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** or **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**.