

South Carolina New Horizon

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Volume IV



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A note of thanks to our valued providers

As we wrap up the last quarter of year, I want to send a special note of **thanks**. As a partner in delivering quality care to Medicaid recipients in South Carolina, I am grateful for your commitment in serving some of the most vulnerable individuals.

Here at Humana Healthy Horizons® in South Carolina, we strive to deliver care to our members through our values: Caring, Curious and Committed. As a provider partner, I am grateful to you for serving our members in a caring, curious, and committed manner and thank you for your dedication in providing high quality care to our members. Thank you for all the work you do to improve the health outcomes of our members, reduce health disparities, and ensuring that members receive timely care in a professional and courteous manner.

Over the next few months, there are a few areas for which I would like to ask for your ongoing commitment:

1. Ensuring that our members maintain their Medicaid coverage. With the ending of the public health emergency (PHE) and Medicaid redeterminations resuming, I want to thank you for supporting the effort to ensure that our members maintain their Medicaid coverage and continue receiving the healthcare they deserve.
2. Next, we care about the health of our children and adolescents and want to be sure that they receive their immunizations and vaccinations as we enter the winter months and holiday season.
3. Lastly, take time for yourself. We recognize the importance of taking care of our mind and body and that whole person care is key — even for you. We need you to remain strong as we continue to partner in creating healthier lives for South Carolinians on Medicaid.

Once again, thank you for all you do. I look forward to collaborating with you and appreciate your commitment as a Humana Healthy Horizons in South Carolina provider.

Yours in health,

Dietrick Williams
Regional President,
Humana Healthy Horizons in South Carolina



Caring



Curious



Committed

Diabetics at risk of serious flu complications: A vaccine is their best protection

According to the Centers for Disease Control and Prevention (CDC), people with diabetes (type 1, type 2, or gestational), even when well-managed, are at higher risk of developing serious flu complications that can result in hospitalization and sometimes even death. Pneumonia, bronchitis, sinus infections, and ear infections are examples of flu-related complications.

In recent seasons, about 30% of adults hospitalized with flu reported to the CDC had diabetes. Acute illnesses like the flu can make it harder to control blood sugar levels. Flu may raise blood sugar levels, but reduced appetites may occur during the flu, and this can cause blood sugar levels to fall. Diabetics to follow the sick day guidelines if they become ill. More information can be found on the **CDC website**.

The CDC has released their **Prevention and Control of Seasonal Influenza with Vaccines: Recommendations of the Advisory Committee on Immunization Practices (ACIP)—United States, 2023-24**.

A flu vaccine is the best protection against the flu. Please remind patients with diabetes to have their flu vaccine to stay in their best health this holiday season and beyond.

Flu vaccine recommended for pregnant women

Vaccination of pregnant women with the flu vaccine, tetanus toxoid, reduced diphtheria toxoid, and acellular pertussis vaccine (Tdap), and COVID-19 vaccine at any time during their pregnancy can decrease the risk for flu, pertussis (whooping cough), and COVID-19 for the pregnant women and their infants.

The Advisory Committee on Immunization Practices (ACIP) recommends that all women who are or might be pregnant during the flu season receive flu vaccine.

For more details on the study and patterns of vaccine adherence for different ethnic groups, visit the **CDC webpage, “Flu, Tdap, and COVID-19 Vaccination Coverage Among Pregnant Women – United States, April 2022.”**

Wellness visits are powerful interaction points that can help outcomes

Wellness visits and immunizations are the best way to help members stay healthy, monitor development, detect social needs of the family, and stay connected with patients.

Best practices:

- Make every visit count – sick visits can be utilized to capture the components for compliance, including BMI percentiles, nutritional guidance, and physical activity assessments/anticipatory guidance.
- Ensure the member’s medical record includes immunization history from all sources and update the **South Carolina Immunization Information System registry**.
- Emphasize the HPV vaccine cancer preventative benefits beginning at age 9 for best uptake before exposure. HPV vaccine is a covered benefit for Healthy Connections Medicaid members who are 9-18 years old. Coverage was extended beginning July 1, 2023 for 19-45 years old to align with **CDC** recommendations.

- Screen and place referrals for mental and developmental disorders and discuss the need for ADHD medication review appointments.
- Set gap alerts and use standardized templates in charts and electronic medical records.
- Encourage family to schedule next visit before they leave the office.
- Encourage family to set a reminder on their calendar.
- Discuss any social barriers to visits such as **transportation** to the drugstore or medical provider appointments and any schedule conflicts affecting patients/parents at work and/or school.

Prescription medications subject to copayments, with some exceptions

The prescription copayment is \$3.40 per prescription/refill if a member is subject to a copayment. Copayments for certain medications and certain individuals may be waived.

Prescription copayments are processed as follows:

Members receiving antibiotic prescriptions for the following sexually transmitted infections (STIs) are exempt from the \$3.40 copayment: syphilis, chlamydia, gonorrhea, herpes, candidiasis and trichomoniasis.

- For the above prescriptions for STI to process at \$0 copay:
 - The prescriber must write the International Classification of Diseases, 10th Revision (ICD-10) diagnosis code on the prescription for the STI treatment for the medication to be considered for reimbursement by Medicaid.
 - The pharmacy must enter the ICD-10 diagnosis code at the point of sale.
- If you experience difficulty entering the ICD-10 code:
 - Email the help desk at help@argushealth.com.
 - Call the help desk at **816-435-2231** or **800-792-7487**, ext. **52231**.

Patients can benefit from understanding after-hours care options

Knowing where your patients can get the right care after hours can save them time and speed up their recovery.

When appropriate, patients can receive convenient, fast, and lower cost care when they choose an urgent care facility over an emergency room visit. Patients can find a doctor or participating urgent care center with our online **Find a Doctor** tool.

If your patients need live, individual support and telephonic triage they can call Humana's 24-hour nurse line on the back of their ID card 24 hours a day, 365 days a year.

Out of office communication: Responding to patients

Communicating your recommendations for after-hours care to your patients is important. How can your patients find out the information? Is it via an answering machine message, answering service, office website, or during office visits?

Patients may not look for this information until they need it, so being proactive in communication for this situation can help them make the most appropriate decision for the type of care they need.

Tips for answering machine messages:

- Dial **911** in a medical emergency or go to the nearest emergency room
- Describing services your practice provides, such as virtual care
- Options for nonemergency needs
- What a patient should tell another provider in after hours or weekends
- How and when to contact you if your patient was seen by another provider so you can provide appropriate follow-up care

It is important to document the patient's interval history, including medication reconciliation, during each visit and include hospital and urgent care records in your patient's medical record. Bidirectional exchange with specialists and other providers can improve patient outcomes and continuity of care and assist in closing the gaps in care.

SCBOI seeks to improve health outcomes in both moms and babies

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**, SC Medical Neonatology 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 SC. SCBOI leverages the collective impact model to identify a common agenda and provide for continuous communication. Learn more about the SCBOI on **their website**.

Reducing stigma plays key role in improving behavioral health

Stigma is defined as the relationship between an attribute, (such as substance abuse or mental health challenges), and a stereotype that assigns undesirable labels, qualities, and behavioral to a person exhibiting the attribute. Over the years, there has been much conversation in understanding and addressing behavioral health, but there is still stigma that prevents individuals from seeking the help that they need. Stigma continues to pose a challenge to these individuals' well-being.

Humana Healthy Horizons is committed to destigmatizing behavioral health. Education and training play a vital role in providing accurate information about mental health conditions, treatments, and resources available to individuals with behavioral health concerns.

We all can make a difference by standing united in our commitment to breaking barriers that surround behavioral health.

Humana Healthy Horizons in South Carolina takes holistic, evidence-based approach to behavioral health and substance use

Understanding that both behavioral and physical health equally affect a person's wellness, we use a holistic treatment approach to address behavioral health and substance use. Our network focuses on improving member health through evidence-based practices. The goal: We want to provide the level of care needed by the member within the least restrictive setting.

Humana Healthy Horizons in South Carolina provides a comprehensive range of basic and specialized behavioral health services. Basic behavioral health services are provided through primary care, including, but not limited to, mental health and substance-use issue screenings, prevention, early intervention, medication management, treatment, and referral to specialty services.

Specialized behavioral health services constitute several services, including but not limited to:

- **Inpatient hospitalization for behavioral health services:**

- Acute inpatient psychiatric facilities for behavioral health and substance use
 - The Humana Healthy Horizons in South Carolina contract with **South Carolina Department of Health and Human Services (SCDHHS)** includes coverage of acute inpatient services provided in free-standing psychiatric facilities including behavioral health, alcohol and drug detoxification services. Prior authorization is required for all acute inpatient admissions.
 - A SCDHHS Certification of Need for Psychiatric Hospital Services must be completed for all members admitted for acute inpatient treatment services in a free-standing psychiatric hospital. This form can be found in the **forms section** of the Psychiatric Hospital Services Manual.

- **Outpatient and residential substance use disorder services in accordance with the American Society of Addiction Medicine levels of care:**

- Residential substance abuse treatment
 - Residential substance abuse treatment services include an array of services consistent with the member's assessed treatment needs, with a rehabilitative and recovery focus designed to promote coping skills and manage substance abuse symptoms and behaviors in a residential setting. Prior authorization is required for these services and members must be assessed to establish medical necessity for the treatment of services.
- Psychiatric residential treatment (PRT) services
 - Psychiatric residential treatment level of care is reserved for children and adults under age 21 whose immediate treatment needs require a structured 24-hour inpatient residential setting that provides all services (including educational) onsite. PRT facilities provide inpatient psychiatric services to children under 21 who do not need acute inpatient psychiatric care but need a structured environment with intensive treatment services. Prior authorization along with a completed Certificate of Need Form is required.

- **Medication assisted treatment:**

- Humana Healthy Horizons in South Carolina covers medication-assisted treatment (MAT) for members with opioid use disorder through opioid treatment programs (OTP). Except for continuity of care, coverage must be provided by providers who are contracted with Humana Healthy Horizons in South Carolina and enrolled with **South Carolina Department of Health and Human Services**. For members being treated by an out-of-network provider, Humana

Healthy Horizons in South Carolina Utilization Management will work with providers and the member to transition to an in-network provider. Prior authorization is not required for OTP services. However, members must meet certain requirements to qualify for treatment and seek treatment from an in-network provider. Consult the **SCDHHS Clinic Services Provider Manual**, for a list of these requirements.

- **Crisis management:**

- Services provided to an individual experiencing a psychiatric crisis that are designed to interrupt and/or ameliorate a crisis experience through a preliminary assessment, immediate crisis resolution and de-escalation, and referral and linkage to appropriate community services.

- **Autism spectrum disorder services:**

- Humana Healthy Horizons in South Carolina provides autism spectrum disorder (ASD) coverage for members under 21 years of age. This benefit includes ASD services rendered by board-certified behavior analysts (BCBA), Board-certified assistant behavior analysts (BCaBA), and registered behavioral technicians (RBT), as well as by licensed independent practitioners (LIPs) who are approved by South Carolina Department of Disabilities and Special Needs (SCDDSN) to provide evidence-based treatment (an ABA alternative therapy modality).

- **Licensed practitioner outpatient therapy that includes, but is not limited to:**

- Individual, family, group, and multi-family group psychotherapy
- Psychological evaluation and testing
- Psychological evaluation and treatment
- Individual therapy with medical evaluation, management, and case consultation

- **Community Support Services, which include the following (prior authorization required):**

- Humana Healthy Horizons in South Carolina is responsible for the rehabilitative behavioral health service (RBHS) array provided by the Department of Mental Health, private RBHS providers, and school districts (as of 7/1/22 in accordance with the SCDHHS School-based Mental Health Initiative). RBHS includes the following categories:
 - Assertive Community Treatment services
 - Behavior modification
 - Psychosocial rehabilitative services
 - Family support
 - Community integration services
 - Therapeutic childcare
 - Peer support services

Additional behavioral health services with Humana Healthy Horizons in South Carolina include our Behavioral Health Care Management Program. If you have a member that you feel would benefit from care management services, please email us at **SCMCDCareManagement_BH@humana.com**.

SBIRT: Screening, brief intervention and referral to treatment

SBIRT is an evidence-based, integrated, and comprehensive approach to the identification, intervention and treatment of substance (drug and alcohol) usage, domestic violence, depression and tobacco usage.

Primary care providers can make an important difference in these ways:

- By intervening early, SBIRT saves lives and money and is consistent with overall support for patient wellness.
- Late-stage intervention and substance abuse treatments are expensive, and the patient often develops comorbid health conditions.
- Primary care is one of the most convenient points of contact for substance issues; many patients are more likely to discuss with their physician than family members, peers, partners, or rehab specialist.

Breaking down SBIRT in 3 basic steps:

1. **Screening:** Screen or assess a patient for risky substance-use behaviors with standardized assessment tools to identify the appropriate level of care. Screening quickly assesses a patient's substance use severity and identifies the appropriate treatment level.
2. **Brief intervention:** A brief intervention increases substance-use insight and awareness and motivates behavioral change. Engage the patient in short conversation to increase their awareness and provide feedback, motivation, and advice.
3. **Referral to treatment:** Assist in getting specialty care for patients with substance-use disorders.

SBIRT best-practice recommendations:

- Screen everyone.
- Use a validated tool.
- Explore each substance; many patients use more than one.
- Follow up positives or “red flags” by assessing details and consequences of use.
- Use a motivational interviewing approach.
- Refer for specialized treatment.

For more information about **SBIRT**, access these online resources:

South Carolina SBIRT (scsbirt.com) →

SC SBIRT FAQs →

Training Tools -South Carolina SBIRT (scsbirt.com) →

Screening, Brief Intervention and Referral to Treatment (scdhhs.gov) →

SBIRT Services, Medicare Learning Network ([CMS.gov](https://cms.gov)) →

Behavioral health and substance-use services prior authorization submissions methods

For behavioral health and substance-use services that require prior authorization, requests may be submitted via fax, email, phone or the online [Availity.com](https://www.availity.com) provider portal.

- Online: [Availity.com](https://www.availity.com)
- Phone: **866-432-0001**
- Email: **CorporateMedicaidCIT@humana.com**
- Fax: **833-441-0950**

Providers should refer to the prior authorization list at **[Humana.com/PAL](https://www.humana.com/PAL)** for a list of services requiring prior authorization. Prior authorization request forms are available on our provider website at **[South Carolina Medicaid Provider Prior Authorization – Humana](#)**, or by contacting the Behavioral Health Department and requesting they fax the necessary forms. If a form is required to be completed for a particular service, it can be uploaded and submitted with the prior authorization request. For questions regarding prior authorization requirements, or to obtain authorization, call **866-432-0001**.

Humana Healthy Horizons in South Carolina will continue to coordinate the referral of our members for services that are outside of the required core benefits, and which will continue to be provided by enrolled Medicaid healthcare professionals/providers.

Understanding social factors can ease health disparities

Reducing health disparities starts with understanding the whole person: 60% of health is impacted by our social factors, environmental conditions, and lifestyle behaviors.

By taking into consideration social determinants of health (SDOH), we partner with the individual, their physician, family, and community to support one's well-being. With mental health professionals and community members in South Carolina, we work to address the behavioral health needs of our most vulnerable members in the Palmetto State.

Through our wide range of local partnerships and programmatic involvement, Humana continues to offer members the right care, tools and rewards to promote healthy behavior. This approach ensures we are responsive to the unique dynamics and concerns of South Carolina. **[Learn more about our efforts around SDOH.](#)**

Provider Relations can help you quickly resolve claims issues

To ensure prompt resolution of your claim issues, please review the following process:

How to submit a first-level claim dispute:

- Online via [Availity.com](https://www.availity.com)
- Via telephone, **866-432-0001**
- Via email, **SCMCDProviderDispute@humana.com**
- Via mail: **Humana Healthy Horizons in South Carolina Provider Disputes**, P.O. Box 14601 Lexington, KY 40512-4601

- In person with a Provider Relations representative
- In person at a Humana office in South Carolina

For level II claim disputes, please contact our Provider Concierge Unit (PCU). For instructions on how to submit escalated claim disputes to PCU, please review our instruction manual located at: <https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=5124002>

Annual compliance training must be completed by year's end

Please complete your annual Medicaid compliance training and attest via [Availity.com](https://www.availity.com) no later than Dec. 31, 2023.

To attest, log in to [Availity.com](https://www.availity.com) and then navigate to Provider Spaces > Humana > Resources > “Humana Compliance Events” to complete your annual training and attestations.

You can visit [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance) for helpful guidelines, FAQs and training options.

Our Provider Relations associates are here to help you with any issues you may have:

Tammy Nollen Senior Behavioral Health Provider Engagement Professional	TNollen@humana.com 803-977-3392
Jermaine Tart Senior Provider Relations Professional	JTart2@humana.com 803-414-5475
Gina M. Ruiz Provider Relations Executive	GRuiz7@humana.com 864-921-9736

Go365 wellness program helps patients and boosts provider scores

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 that add up, but more importantly, help lead to improved health and early treatment when needed.

Please take the opportunity to remind your Humana Healthy Horizons patients about rewards they qualify for. This **handy printable chart** that can be downloaded shows eligible healthy activities at a glance.

What's happening in our communities across the state

Redetermination reminders for our members and providers

The Community Engagement Team is maximizing the use of social media, postcards, and community/provider events to educate our Medicaid members about redetermination statewide.

Community Engagement currently has educational redetermination postcards at community partner facilities and provider offices notifying patients that the redetermination process has been reinitiated and encourages them to complete all the steps necessary for the Medicaid agency to make an accurate eligibility determination. Member and provider-facing material about the annual review process is available at www.scdhhs.gov/members/annual-reviews.

Sponsorship: Annual Baby Shower with Power in Changing

Humana Healthy Horizons is the proud sponsor of the 2023 Annual Baby Shower with Power in Changing. This event will take place on Saturday, Dec. 2, 2023, at 10 a.m. to 12 p.m. at 2638 Two Notch Rd., Ste. 116, Columbia, SC 29204. Power in Changing serves families in financial hardship. The organization works to keep babies and toddlers healthy and dry by providing diapers and training pants. It serves the Midlands and surrounding areas.

Walk with a Doc

With an aim to make health and happiness accessible to everyone, Walk with a Doc offers free doctor-led walking groups in communities around the world. These ongoing events allow participants to safely walk, learn about current health topics, and meet new people. Take a STEP toward better health and join a walk near you, or let our team help bring the program to your community with local doctors, medical students, or health professionals.

Walk With a Doc takes place every fourth Saturday of the month at Goose Creek Community Center, 519A North Goose Creek Blvd., Goose Creek, SC 29445, from 9 a.m. to 10 a.m.

Humana Healthy Horizons in South Carolina 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

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'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**

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**.