

# South Carolina New Horizon

2023  
Volume I



## In this issue:

- Welcome to the inaugural edition of the New Horizon newsletter
- Authorization of service processing schedules
- Humana Healthy Horizons® in South Carolina quality program: A sustained effort
- Healthy activities can be extra rewarding for our members
- Postpartum Medicaid coverage extended to 12 months
- Cultural competency training
- Resources and update reminders
- Take advantage of Humana Making It Easier series resources
- Happy new year from our provider relations team!

## Welcome to the inaugural edition of the New Horizon newsletter

It is with immense pleasure that I share this inaugural edition of the South Carolina New Horizon provider newsletter. I truly believe we have assembled the finest network of providers to serve Humana Healthy Horizons in South Carolina-covered patients.

Our mission is to simplify healthcare experiences for families and communities by ensuring access to high-quality services and setting the standard in human care. Delivering innovative solutions and integrated care strategies to promote improved health outcomes is achieved through highly engaged and empowered associates and providers. We could not even attempt to fulfill this mission without your support. Each one of you is integral to achieving our goals, and that is why I am so pleased to welcome you into our Humana network.

We at Humana Healthy Horizons in South Carolina are working to ensure our providers have a perfect experience, and that is why we are always available to assist in any way we can. We look forward always to serving the needs of our South Carolina community alongside you.

With sincere thanks,

Natalia Aresu  
Regional President  
Humana Healthy Horizons in South Carolina

**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.

132302SC1222-A

SCHLV5GEN1122

## Authorization of service processing schedules

Our physical health and behavioral health utilization management teams work diligently to process your requests for authorization of services within the required timeframes. Our goal is to provide you the best experience and prevent a delay in the care of your patients, our members. Requests are processed based on the level of urgency indicated by the provider and timeframes for decision-making outlined by both **South Carolina Department of Health and Human Services (SCDHHS)** and **National Committee for Quality Assurance (NCQA) guidelines**.

Requests are processed within the following timelines:

- **Non-urgent preservice (standard prior authorization):** 14 days of your request
- **Urgent concurrent authorizations:** 72 hours of obtaining appropriate medical information
- **Urgent preservice (expedited authorization):** 72 hours after the receipt of the request for service
- **Substance use disorder treatment:** 24 hours or no later than the close of the following business day
- **Substance abuse treatment level I and level II:** 5 business days for initial requests, not to extend past 14 calendar days from the date of receipt of request for an extension
- **Post-service (retrospective) authorization:** 30 calendar days of obtaining the receipt of any appropriate, required medical information

To help us better serve both you and our members, please be sure to include the Universal Prior Authorization Form completed in its entirety and submitted with each authorization request. Using this form ensures authorizations are built for the correct member with the correct codes, dates and units communicated. Properly completed forms with provider contact information allow our review staff to reach out directly to a patient should we need clarification of the request and/or additional clinical information.

You can find the Physical and Behavioral Health Universal Provider Authorization Form on the **South Carolina Medicaid Provider Authorization page**.

Other important resources to keep in mind when submitting a request include the prior authorization list and the South Carolina Medicaid Fee Schedule.

- **Humana Healthy Horizons in South Carolina Preauthorization and Notification List**
- **South Carolina Healthy Connections Medicaid Fee Schedules**

## Humana Healthy Horizons in South Carolina quality program: A sustained effort

Quality improvement efforts throughout Humana are fueled by Humana's mission of helping people achieve their best health. Humana Healthy Horizons in South Carolina's Quality Improvement Program is a continually evolving collaboration that adapts and responds to the changing needs of our members, practitioners, providers, communities and associates. We are a complementary partnership that envisions sustainability integrated into best practices and operations.

Through its accreditation with **NCQA**, Humana strives to improve healthcare quality and measurement. To enhance patients' quality of life and improve clinical outcomes, Humana measures clinical performance and consumer experience using Health Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) data to analyze gaps and guide improvement interventions. Because Humana Healthy Horizons in South Carolina is a new plan, it is important we ensure our providers are aware of the extra benefits we offer our members to help improve their care.

## Healthy activities can be extra rewarding for our members

Members can earn rewards by enrolling in **Go365 for Humana Healthy Horizons®**. Participating in healthy activities and earning rewards is easy.

**Go365 for Humana Healthy Horizons** provides a fun and tangible way to help members 18 and older to achieve their best health. Completing recommended screenings and visits can earn rewards that add up.

## Postpartum Medicaid coverage extended to 12 months

The South Carolina Department of Health and Human Services has extended postpartum coverage from 60 days to 12 months for eligible patients. This benefit update can help improve health outcomes.

According to the South Carolina Maternal Morbidity and Mortality Review Committee, 80% of pregnancy-related deaths occur between birth and one-year postpartum.

To learn more about this change, visit the **SCDHHS postpartum coverage webpage**.

## Cultural competency training

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

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

Federal and state regulations regarding accessibility and effective communication make providers responsible for supplying over-the-phone interpretive services to LEP patients or in-person/video remote interpretive services for LEP members with disabilities.

Humana's cultural competency training provides instruction on how to work with our LEP members including instruction methods such as Ask Me 3 and the teach-back tool. Be sure to complete your annual cultural competency training as a Humana provider.

For more information, including how to access the training, **please visit our webpage**.

For additional information on laws and regulations, please visit the **U.S. Department of Health and Human Services Civil Rights Section** and **the Americans with Disabilities Act webpage on effective communication**.

## Resources and update reminders

- **Healthcare Provider Resource Guide**
- Physical health contracting updates or provider directory updates:  
**scproviderupdates@humana.com**
- Behavioral health contracting and provider directory updates:  
**SCBHMedicaid@humana.com**
- Please remember to update your **CAQH** profile as needed.

## 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**.

## Happy new year from our provider relations team!

Happy new year! We hope you were able to take time to rest, relax, and be present with your family and friends during the holiday season. As we all ramp up for an exciting 2023, we wanted to share our sincere appreciation for how much we value your ongoing commitment to those we serve.



Should you have any questions or concerns, please reach out directly to our provider relations team. Their contact information is provided below. We are excited to work alongside you: 2023 will be an exciting year, and we look forward to what we will accomplish together!

Provider relations staff:

- 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**
- Andrea Thompson–Behavioral Health Provider Relations  
**AThompson100@humana.com**  
**803-297-3788**

## Humana Healthy Horizons in South Carolina provider website and resources

Our Humana Healthy Horizons provider website, [Humana.com/HealthySC](https://www.humana.com/HealthySC), 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).