

South Carolina New Horizon

2024
Volume V



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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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New behavioral health services enhance member well-being

Humana Healthy Horizons® in South Carolina is pleased to announce new behavioral health services for 2024.

By partnering with the **South Carolina Department of Health and Human Services (SCDHHS)** to offer these behavioral health services, Humana Healthy Horizons strengthens our commitment to the overall health and wellness of our members. Mental health is an integral part of a fulfilling life, and we believe that everyone deserves the support they need to thrive.

Multisystemic therapy (MST) for intensive in-home service

MST is an intensive, evidence-based, family- and community-based treatment that addresses externalized behaviors of youth who have significant clinical impairment reflected in disruptive behavior, mood and/or substance use. MST is delivered via a home-based model, with a focus on youths 11-18 at high risk of out-of-home placement or who may be returning home from a higher level of care.

MST providers are available for crisis intervention 24 hours a day, 7 days a week, and provide scheduled interventions at times and locations convenient to the youth's family.

Additional information regarding MST rates, and procedure codes can be found in the **Rehabilitative Behavioral Health Services Manual** on the **SCDHHS** website.

Additional coverage for hospital-based stabilization services were added, effective Jan. 1, 2024. These services are available for reimbursement to hospitals that have constructed, or are constructing, behavioral health emergency units for crisis stabilization separate from the hospital's general emergency department.

Hospital-based crisis stabilization provides alternative to general emergency departments

For individuals experiencing a behavioral health crisis, hospital-based crisis stabilization services provide needed intervention in a calm, safe and healing environment tailored to individuals' behavioral health needs, including:

- Crisis stabilization for those experiencing a mental health crisis or substance use issues with or without co-occurring mental health disorders;
- Services offered with a "no-wrong-door" philosophy and designed and staffed to treat all emergency psychiatric conditions;
- Services that provide a care alternative to general emergency departments, inpatient admissions or use of law enforcement resources;
- Provision of psychiatric evaluation, diagnosis and initiation of treatment, to include the following:
 - Mental health assessment, stabilization and treatment; and referral for substance-use disorder/chemical dependency
 - Suicide prevention (e.g., risk screening, assessment and safety planning)
 - Medication induction
 - Proactive discharge planning

- Comprehensive services through a multidisciplinary behavioral health team with a warm hand-off to the appropriate resources for continued treatment; **and**
- A multidisciplinary team approach that may include the following professionals:
 - Psychiatrists
 - Registered nurses
 - Social workers
 - Psychiatric assistants
 - Psychiatric nurse practitioners
 - Peer support specialists

For more information on EmPATH services, please view the web **bulletin on hospital-based crisis stabilization services**.

Over the Counter Program offers patients more than just meds

A Humana Healthy Horizons benefit geared toward whole-person care is the Over the Counter (OTC) Program.

The OTC Program allots \$30 per quarter for members to utilize on any items within the catalog. The catalog consists of items including cold medicine, non-slip socks, manual blood pressure cuffs, bathtub grab bars, compression stockings, bandages, sanitizers, pill boxes, briefs, dental and denture care, skin creams, sunscreen and vitamins.

Please direct patients who might benefit from the OTC Program to call us at 866-432-0001 or to visit the **South Carolina Medicaid: Prescription Coverage webpage**.

Humana Healthy Horizons-covered patients can learn more about their plan benefits on the **Humana Healthy Horizons in South Carolina website**.

Rotavirus vaccines provide effective protection for most children

9 out of 10 children who receive a rotavirus vaccine will be protected from severe rotavirus disease. 7 out of 10 children will be protected from rotavirus disease of any severity.¹

Two rotavirus vaccines are U.S. Food & Drug Administration-approved for infants in the United States. Both are live, attenuated vaccines given orally:

- RotaTeq® (RV5), manufactured by Merck, is administered in 3 doses at ages 2 months, 4 months and 6 months. It contains 5 reassortant strains of rotavirus developed from human and bovine strains.
- Rotarix® (RV1), manufactured by GlaxoSmithKline, is administered in 2 doses at ages 2 months and 4 months. It contains 1 strain of human rotavirus.

The first dose of either vaccine should be given before a child is 15 weeks old. Children should receive all doses of rotavirus vaccine before they turn 8 months old.¹

Learn more about the vaccine's composition and dosage on the **CDC website**.

Pregnancy hypertension focus of South Carolina patient safety bundle

The 2024 **SCDHHS South Carolina Birth Outcome Initiative (SCBOI)** Patient Safety Bundle will focus on hypertension.

Patient safety bundles (PSBs) are a structured way of improving the processes of care and patient outcomes. Patient safety bundles are collections of evidence – informed best practices, developed by multidisciplinary experts – which address clinically specific conditions in pregnant and postpartum patients. A bundle includes actionable steps that can be adapted to a variety of facilities and resource levels.

The goal of PSBs is to improve the way care is provided to improve outcomes

Key bundle components:

- Assess and document if patient presenting is pregnant or has been pregnant within the past year in all care settings.
- Ensure rapid access to medications used for severe hypertension/eclampsia.
- Initiate postpartum follow-up visit within 3 days of birth hospitalization discharge date for individuals whose pregnancy was complicated by hypertensive disorders.
- Monitor outcomes and process data related to severe hypertension.
- Include pregnant and postpartum persons as part of the multidisciplinary care team to establish trust and ensure informed shared decision-making that incorporates the pregnant and postpartum person's values and goals.
- Provide ongoing education to all patients on the signs and symptoms of hypertension and preeclampsia and empower them to seek care.

For more details about the bundle and actionable steps for providers, view the Alliance for Innovation on Maternal Health document **Severe Hypertension in Pregnancy Patient Safety Bundle (2022)**.

Related online resources:

- **Alliance for Innovation on Maternal Health (AIM) website**
- **South Carolina Birth Outcome Initiative (SCBOI) website**
- SCBOI's **monthly meetings schedule**

For more information about the AIM 2024 Hypertension Bundle, email Dr. Amy Crockett at amy.crockett@prismahealth.org or Michelle Flanagan at michelle.flanagan@prismahealth.org.

Diabetes poses a growing threat to the health of South Carolinians

Diabetes continues expand its grip on many residents of South Carolina. According to the **2023 South Carolina State Health Assessment** report²:

- South Carolina had the sixth-highest prevalence of diabetes in the country in 2021 with approximately 1 in 7 adults being diagnosed. The prevalence of adults with diabetes increased from 11.6% in 2012 to 13.7% in 2021 and remains above the national prevalence rate of 10.9%.
- South Carolina's rate of patients with newly diagnosed type 2 diabetes is higher than the national median of 7.8%.
- Nearly 70% of South Carolina's counties have high and rapidly growing rates of diabetes and are part of what is labeled the "Diabetes Belt."
- There is a rapid increase of type 2 diabetes diagnosis in children, teens and young adults that can be attributed to obesity.
- People in South Carolina who have an annual income of less than \$15,000 have diabetes at more than twice the rate of those who earn \$50,000-99,000 (23.6% vs. 11.5%).
- Non-Hispanic blacks die from diabetes 2.5 times more frequently than non-Hispanic whites.

How providers can help prevent diabetes and improve care:

- Share and review the **Diabetes Risk Assessment** with your Humana Healthy Horizons-covered patients.
- Encourage your diabetic patients to adhere to medications and get regular care for their eyes, ears, feet and teeth at every visit.
- Complete continuing education related to **diabetes management** like those offered by the **CDC**.

Humana Healthy Horizons strongly encourages providers to use our provided **Clinical Practice Guidelines for Healthcare Providers** as they are evidence-based and incorporate relevant medical and behavioral health guidelines. Please refer to the **Standards of Care in Diabetes guidelines** published by the **American Diabetes Association**.

Go365 wellness program rewards patients for taking healthy actions

Members 18 and older can earn rewards when they enroll in **Go365 for Humana Healthy Horizons**[®]. Completing recommended screenings and visits can earn your patients rewards that add up and, more importantly, help lead to improved health and early treatment when needed.

To earn rewards, members must:

- Download the Go365 for Humana Healthy Horizons app from the Apple Store[®] or Google Play[®] on a mobile device.*
- Create an account to access and engage in the program.

Members younger than 18 must have a parent or guardian register on their behalf to participate and engage with the program. The person completing the registration process on behalf of a minor must provide the minor's Medicaid ID number.

Members 18 and older can create an account but need to provide their Medicaid ID number.

With a **MyHumana** account, members can use the same login information to access Go365 for Humana Healthy Horizons after downloading the app.

To learn more about the program, members can call Go365 at **888-225-4669 (TTY: 711)** or visit **Humana.com/SouthCarolinaGo365**.

Please take the opportunity to remind your Humana Healthy Horizons-covered patients about Go365 rewards and how they can be earned.

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

Announcing 2024 Provider Summit dates and locations

Thank you to everyone who attended our inaugural virtual provider summit in November. We are happy to announce that, due to overwhelming demand, we will continue to offer a virtual option.

We plan to implement suggestions based on our 2023 participant surveys into our 2024 provider summits to ensure the topics discussed continue to remain relevant to you and your practice.

Please join us at one of the following Provider Summits this year:

Sept. 11 – Greenville

Senior Action

3715 E. North Street, Suite K.
Greenville, SC 29615

10 a.m. – 11 a.m.

(Breakfast will be provided)

RSVP by emailing **SCMedicaid@humana.com**

Oct. 2 – Columbia

Cooperative Health

169 Laurelhurst Avenue
Columbia, SC 29210

10 a.m. – 11 a.m.

(Breakfast will be provided)

RSVP by emailing **SCMedicaid@humana.com**

Oct. 23 – Charleston

Bon Secours St Francis Xavier Hospital

2095 Henry Tecklenburg Drive
Charleston, SC 29414

10 a.m. – 11 a.m.

(Breakfast will be provided)

RSVP by emailing **SCMedicaid@humana.com**

Nov. 13 – Myrtle Beach

Horry-Georgetown Technical College
Herman C. Jones Conference Room:
950 Crabtree Lane
Myrtle Beach, SC 29577

10 a.m. – 11 a.m.

(Breakfast will be provided)

RSVP by emailing **SCMedicaid@humana.com**

Dec. 4 – Virtual Webinar

noon – 1 p.m.

RSVP by using the form located at

https://humana.zoom.us/webinar/register/WN_mBbrHzHkTDujuTDpPnkTVQ

If you have any questions about our summits or need assistance, please contact your Provider Relations associate:

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Jermaine Tart — Sr. Provider Relations Professional FQHCs, RHCs, and independent practices	jtart2@humana.com 803-414-5475
Tammy Nollen — Sr. Provider Engagement Professional Behavioral health providers	tnollen@humana.com 803-977-3392

For claims issues, please email: SCMCDProviderDispute@humana.com

For provider roster updates, please email: SCProviderUpdates@humana.com

Humana Healthy Horizons sponsors behavioral health conference

Humana Healthy Horizons in South Carolina is a proud sponsor of the Southeastern School Behavioral Health 2024 Conference with the Southeastern School Behavioral Health Community, an organization that promotes academic and personal success by reducing barriers to learning and supports the social, emotional and behavioral needs of all youth and families in the Southeast.

The conference will take place April 25 – April 26, 2024, 8 a.m. – 6:30 p.m. at 2101 North Oak Street, Myrtle Beach, SC 29577.

All Medicaid members, providers and community partners can access HHH.FindHelp.com for assistance with utility services, food resources, housing support, transportation programs and more.

If you have questions about our programs, sponsorships or community, please contact your Community Engagement Team members:

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Madonna Farray, MSP, CCM Community Management Lead	mfarray@humana.com 803-873-6128

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.

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).

References:

1. “Rotavirus Vaccination,” Centers for Disease Control and Prevention, last accessed March 18, 2024, <http://www.cdc.gov/vaccines/vpd/rotavirus/index.html>
2. “South Carolina State Health Assessment (SHA),” S.C. Department of Health and Environmental Control, last accessed Feb. 16, 2024, <https://scdhec.gov/about-dhec/agency-plans-reports/south-carolina-state-health-assessment-sha>