



South Carolina New Horizon

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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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Use wellness visits to connect with patients, identify social and health needs, and encourage healthy habits

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

Best practices to keep in mind:

- Make every visit count. Sick visits can be used to capture components for compliance, including blood pressure, preventive screenings, body mass index percentiles, nutritional guidance, physical activity assessments or anticipatory guidance.
- Ensure the member's medical record includes detailed documentation.
- Emphasize immunizations, including those with cancer-preventing benefits. Humana Healthy Horizons suggests using the **U.S. Centers for Disease Control and Prevention (CDC) guidance related to immunization schedules**.
- Discuss necessary screenings and testing, including referrals for mental and developmental disorders.
- Educate patients on necessary medication utilization and adherence.
- Set gap alerts and use standardized templates in charts and electronic medical records.
- Encourage members to schedule their next visit before they leave the office.
- Encourage members to set a visit reminder on their calendar.

Humana Healthy Horizons® in South Carolina encourages providers to use the first 5 minutes of each appointment to talk to patients about social determinants of health (SDOH), behavioral health, environmental factors, and other elements that may influence their health.

Providers may ask culturally competent questions of their patients; these may include their employment, housing status, availability of food in their home, and familial supports, among others. Discuss any social barriers to visits, such as transportation or patients' or parents' work and school schedules.

Understanding a member's SDOH helps the provider develop empathy, foster trust with the member, and identify appropriate intervention for potential member engagement.



Encourage appropriate screenings during Colorectal Cancer Awareness Month

Many common cancers are on the rise, and many patients are getting younger, according to the American Cancer Society.¹ March is Colorectal Cancer Awareness Month. Take the opportunity to discuss with your Humana Healthy Horizons-covered patients what screening method might work best for them and encourage them to get tested.

Most people should begin screening for colorectal cancer soon after turning 45, according to the CDC.² Research has found a notable rise in colorectal cancer diagnoses among people younger than 50, a strong reason to encourage screenings in patients once they turn 45.¹

The four most common cancers – breast, prostate, colorectal and cervical – have screening tests that can make a real difference to patient survivability and quality of life if the cancer is detected early. Let your patients know that screenings do work and have greatly helped to decrease death rates overall. The extra effort to get screened could save their life.

What's more, recommended screenings are free for your Humana Healthy Horizons patients and could earn them rewards through our wellness program, **Go365 for Humana Healthy Horizons®**.

Encourage them to schedule their cancer screenings today, provide them the appropriate referral for the procedure, and remind them that being proactive has its rewards.



Humana Healthy Horizons adds new behavioral health case management services

Humana Healthy Horizons added additional behavioral health case management services for qualifying members.

Members identified for intensive case management will have:

- Both telephonic and in-person visits with their assigned case manager
- Person-centered care planning with member and desired care team to include:
 - Member strengths, preferences, needs, and desired outcomes
 - Specific supports and services to meet member's needs and to achieve desired outcomes regardless of availability
 - List of specific providers that can provide identified support and services
 - Transition planning for those in need of transitioning from an institutional to community setting

- Case managers who serve as a liaison and coordinate with relevant providers, support, and specialists as needed and assist members with accessing services and community resources as identified in the person-centered plan of care.
- Assistance with access to home and community-based services and physical health services, transportation and community connections/support.
- Access to additional value-added benefits for housing assistance for qualifying members.

For general questions, please call **866-432-0001 (TTY: 711)**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time. If you would like to refer a member for behavioral health case management, please call **800-558-4444**, email **SCMCDCareManagement_BH@humana.com**, or fax **877-533-3690**.



Inform patients of after-hours care options

When patients know where to get the right care outside your regular operating hours, it can save them time and speed up their recovery.

Communicating with patients about how they can find after-hours care information can help them make the most appropriate decision for the type of care they need. Providers can use an answering machine message, answering service, office website or in-office visits to convey this information.

Tips for answering machine messages:

- Describe services your practice offers, such as virtual care.
- Detail options for nonemergency needs.
- Advise patients on what they should tell another provider after hours or on weekends.
- Address how and when to contact you if your patient was seen by another provider so you can provide appropriate follow-up care.
- Advise patients to call **911** or go to the nearest emergency room (ER) in cases of medical emergency.

When appropriate, patients can receive convenient, fast and lower-cost care when they choose an urgent care facility over a visit to the ER.

If patients experience any of the following, they should be advised to go to the ER:

- | | |
|------------------------------------------------|-----------------------------------------------------------------------------------|
| • Accident or fall that threatens life or limb | • Stroke symptoms, such as paralysis, sudden loss of vision or inability to speak |
| • Chest pains | • Sudden and severe pain |
| • Difficulty breathing | • Uncontrolled bleeding or open wound |
| • Serious burns | |

If patients need live, individual support and/or telephonic triage, they can call Humana Healthy Horizons' nurse advise line. The phone number is located on the back of their member ID card, and help is available 24 hours a day, 7 days a week.

Patients also can find a provider or participating urgent care center by using the online **Find a doctor tool**.



Transportation to covered medical visits is a Humana Healthy Horizons benefit

Humana Healthy Horizons members are eligible to receive nonemergency medical transportation services through **Modivcare**. Transportation to the following medical services is available through Modivcare:

- Doctor visits
- Healthcare visits
- Pharmacy visits
- Other types of medical appointments such as dialysis, X-rays or lab work

Members needing transportation assistance should call Member Services at **866-432-0001 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. Rides must be requested at least 3 days in advance of the medical visit. To cancel a ride, members must provide at least 24 hours' notice.



Support patients with timely follow-up after hospital discharge

Discharge from a hospital is a critical transition point in a patient's care. Poor care coordination at discharge can lead to adverse events for patients and avoidable readmission, especially during the initial 30 days after discharge.

Patients with behavioral health and substance-use disorder diagnoses are especially vulnerable during transitions of care. Patients with serious mental illness who experienced an inpatient stay or emergency hospital visit respond well to low-intensity interventions, including follow-up outpatient appointment reminders.

Healthcare providers can improve coordination of care and follow-up after discharge by:

- Referring a patient to the Humana Healthy Horizons Care Management Support Services at **866-432-0001 (TTY: 711)**.
- Discussing with patients the importance of follow-up care and conducting medication reconciliation to ensure patient understanding
- Assessing and referring a patient with SDOH
- Coordinating care between healthcare providers and case management
- Reaching out to patients who cancel appointments to reschedule them as soon as possible
- Confirming patient contact information is correct and up to date



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 to simplify your claims-related processes and other interactions with Humana Healthy Horizons.

Humana also hosts interactive webinars designed to help healthcare providers interact with us more easily and work with us via **Availity Essentials™**. Please visit the **provider web-based training and resources webpage** to learn more. Video presentations on dozens of topics of interest can be accessed via the **Making It Easier webpage**. Additional Humana Making It Easier content can be accessed in the Humana Payer Space under the Resources tab on **Availity Essentials**.

To receive notifications whenever we add or update content, subscribe via the Stay Connected box on the **Making It Easier webpage**.

References:

1. "2024—First Year the US Expects More than 2M New Cases of Cancer," American Cancer Society, last accessed Feb. 11, 2025, <https://www.cancer.org/research/acs-research-news/facts-and-figures-2024.html>.
2. "Screening for Colorectal Cancer," U.S. Centers for Disease Control and Prevention, last accessed Feb. 11, 2025, <https://www.cdc.gov/colorectal-cancer/screening/index.html>.