



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.



Use wellness visits as an opportunity 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 (BMI) percentiles, nutritional guidance, and physical activity assessments or anticipatory guidance.
- Ensure the member's medical record includes detailed documentation as outlined in the **Humana Healthy Horizons® in South Carolina Provider Manual**.
- 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.
- Discuss any social barriers to visits, such as transportation or patients' or parents' work and school schedules.
- Notify Humana Healthy Horizons of members who are pregnant with **notification of pregnancy forms**.



Encourage patients to get vaccinated for the flu and COVID-19

The CDC encourages healthcare providers to vaccinate patients as indicated once the vaccines become available.

The CDC recommends immunization with the updated 2024-25 flu vaccines¹ and the updated 2024-25 COVID-19² to protect against severe illness this winter. It is safe to receive COVID-19 and flu vaccines at the same visit.

Humana Healthy Horizons follows the CDC guideline that anyone 6 months and older receive an annual flu vaccine. The current flu vaccine covers the most common strains in the Northern Hemisphere, as identified by the CDC.

Egg allergies guidance

Beginning with the 2023–24 flu season, the CDC provided the following guidance for people with egg allergies:

- They can receive any egg-based or non-egg-based vaccine that is otherwise appropriate for their age and health status.
- It is no longer recommended that people with a severe egg allergy be vaccinated in an inpatient or outpatient medical setting.
- There are no additional safety measures recommended for flu vaccination beyond those recommended for receipt of any vaccine, regardless of a previous reaction to egg.

At-risk populations

The following groups are at increased risk of infections and complications from the flu:³

- Pregnant women
- Children, especially those younger than 2 years old
- People 65 years and older
- People of any age with certain chronic medical conditions, including asthma, diabetes, heart disease, and chronic lung disease
- People of any age who have immunosuppression
- People living with or caring for those at high risk for flu complications, including:
 - Healthcare workers
 - Household contacts of people at high risk for flu complications
 - Household contacts and out-of-home caregivers of children younger than 6 months (i.e., children too young to be vaccinated)

To facilitate correct reimbursement, Humana Healthy Horizons needs appropriate administration, vaccine and diagnosis codes for each vaccination claim. Administration codes for influenza vaccination are 90460, 90461, 90471, 90472, 90473 and 90474. Diagnosis code Z23—encounter for immunization— must be included in any ICD-10 diagnosis code position between 2 and 9.*

Additional information for providers:

Pediatric healthcare: Providers should obtain the flu vaccine through the Vaccines for Children program. Humana Healthy Horizons will only reimburse for the administration claim code that is in accordance with the Medicaid fee schedule of the specific state.

Adult healthcare: Humana Healthy Horizons covers the adult flu vaccine. Humana Healthy Horizons will only reimburse for the administration code that is in accordance with the Medicaid fee schedule of the specific state.

*ICD-10 codes are from the International Classification of Diseases, 10th Edition.



Support patient health-related social needs with Humana Community Navigator, a powerful, cost-free tool

Humana Community Navigator®, powered by findhelp, offers a free, easy-to-use online directory of community resources that provides your practice access to more than 600,000 social service programs across the United States.

For any patient, Humana Community Navigator can unlock resources that support the patient's care plan, leading to better health outcomes. It also reduces the administrative burden for your practice.

Enhance patient experience through personalized results:

- Recommend resources in over 100 languages that can be delivered in your patient's preferred communication method.
- Offer food, housing and transportation resources in addition to legal, education, employment and social support.
- Share resources that are free, reduced cost or based on a sliding scale.
- Create your own login to save favorites and customize your own experience and log of referrals.

Getting started:

Visit [Humana.findhelp.com](https://www.humana.findhelp.com) or contact your Humana Healthy Horizons market representative. Enter your patient's ZIP code and set search parameters to access resources.

Review resources:

Type in a keyword or select a category to review resources.

Share the results:

Choose the resources that best fit your patient's situation, and email, text or print the information for them



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 provides, 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
- Chest pains
- Difficulty breathing
- Serious burns
- Stroke symptoms, such as paralysis, sudden loss of vision or inability to speak
- Sudden and severe pain
- Uncontrolled bleeding or open wound

If a patients need live, individual support and/or telephonic triage, they can call Humana Healthy Horizons' nurse 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 can also find a doctor or participating urgent care center by using the online **Find a doctor tool**.



Help your Medicaid patients keep their coverage with updated contact information

Encourage your Humana Healthy Horizons-patients to update their contact information, such as their mailing or residential address, email address, legal name or phone number, when it changes so they can continue receiving important health notices from the state.

By keeping their contact information current, your Medicaid patients protect their coverage and continue receiving the healthcare they need.



Go365 wellness program helps patients and boosts provider scores

Members 18 and older can earn rewards when they enroll in **Go365 for Humana Healthy Horizons® on our website**. Completing recommended screenings and visits can earn your patients rewards and help lead to improved health outcomes and early treatment when needed.

Please take the opportunity to remind your Humana Healthy Horizons-covered patients about Go365 for Humana Healthy Horizons' rewards. Download a handy, printable chart **on our website**.



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 portal webinars and resources webpage** to learn more. Video presentations on dozens of topics of interest can be accessed via **Humana.com/MakingItEasier**. 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 **Humana.com/MakingItEasier**.

References:

1. "Flu Vaccines and People with Egg Allergies," U.S. Centers for Disease Control and Prevention, last accessed Nov. 7, 2024, <https://www.cdc.gov/flu/vaccines/egg-allergies.html>.
2. "Staying Up to Date with COVID-19 Vaccines," U.S. Centers for Disease Control and Prevention, last accessed Nov. 7, 2024, <https://www.cdc.gov/covid/vaccines/stay-up-to-date.html>.
3. "People at Increased Risk for Flu Complications," U.S. Centers for Disease Control and Prevention, last accessed Nov. 7, 2024, <https://www.cdc.gov/flu/highrisk/index.htm>.