



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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Glucose monitors now covered for all diabetic patients

Continuous Glucose Monitors (CGMs) and supplies are now covered under the pharmacy benefit for all diabetic patients. This change provides an expansion of coverage.

CGMs are now covered for type 1, type 2 (insulin dependent or non-insulin treated people who have recurrent moderate or have had at least 1 severe hypoglycemic event) and gestational diabetes patients.

To find out more about current covered CGMs, see **South Carolina Department of Health and Human Services (SCDHHS) Preferred Drug List**.

Humana Healthy Horizons® in South Carolina-covered patients can visit our **managing diabetes website** for further resources on diabetes and learn more about earning qualifying rewards for taking healthy actions through the Go365 for Humana Healthy Horizons® wellness program.

For further assistance with Humana Healthy Horizons-covered CGMs or case management services, contact our team via email at **SCMCDCareManagement@humana.com** or call Member Services at **866-432-0001 (TTY: 711)** Monday – Friday 8 a.m. – 8 p.m., Eastern time.



Find Humana-specific training via the Humana Learning Center on Availity Essentials

The Humana Learning Center on **Availity Essentials™** is an innovative learning management system for Humana's provider training material. This centralized platform consolidates training resources and compliance education, making it an essential tool for providers looking to enhance their knowledge and operational efficiency.

Key benefits:

- **Comprehensive training offerings:** As of July 1, 2025, the Humana Learning Center features compliance training for Medicare and Medicaid, along with various Humana-specific training modules. Over time, Humana will add additional provider training materials, streamline access and reduce time spent navigating multiple platforms.
- **User-friendly interface:** Designed to be intuitive, the Humana Learning Center improves the provider experience by offering a straightforward approach to accessing training materials.
- **Enhanced provider experience:** By consolidating training resources, providers can easily find and complete necessary training, which can lead to improved service delivery and patient care.
- **Increased security:** With rising cyber threats in the healthcare industry, the Humana Learning Center employs robust security measures to protect training content, allowing for secure access to

essential resources without restrictions.

- Streamlined administration: The Humana Learning Center facilitates simplified compliance reporting and attestation processes, providing administrators and providers with efficient tools to manage their training needs.

Training materials available as of July 1, 2025:

- Medicare compliance training
- Medicaid compliance training
- Humana-specific **Availity Essentials** training

Check back often, as more training modules are added.

Accessing the Humana Learning Center

Providers can easily access the Humana Learning Center by logging into **Availity Essentials**, navigating to Payer Spaces, and selecting Humana, followed by the Humana Learning Center.

Register for Availity Essentials here.

A significant advancement in provider training and compliance education

The Humana Learning Center on **Availity Essentials** represents a significant advancement in provider training and compliance education. By centralizing resources and enhancing security, the Humana Learning Center improves the training experience and supports Humana's commitment to delivering exceptional care and service to its network of providers. Learn more about Availity Essentials webinars and resources on our **provider web-based training and resources webpage**.

Required trainings

The Centers for Medicare & Medicaid Services and Humana's contract with South Carolina mandate that all Humana Healthy Horizons-contracted physicians and other healthcare providers complete compliance program requirements.

- Provider Orientation and Training
- Health, Safety and Welfare Education Training
- Cultural Competency Training

Healthcare providers can complete these requirements at **Availity Essentials**. Registration is required.

After completing the trainings via **Availity Essentials**, you will be prompted to submit an attestation of completion. Do not skip this step. Submitting the attestation is a requirement.

We also make these trainings and attestation available as downloadable PDFs on our **provider website**. You can review the PDFs, but be sure to submit an attestation of completion.

Attestations can be submitted through your Availity account or by emailing the completed attestation form to **NNO_ProviderCompliance@humana.com**



Medication adherence benefits from a comprehensive approach

Improving medication adherence requires a collaborative care team, including physicians, nurses and pharmacists, working together to do the following:

- Conduct open discussions with patients to identify and resolve patient-specific adherence barriers.
- Reinforce patients' understanding of the expected duration of the therapy and the role of diabetes, cholesterol and hypertension medications in managing certain conditions.
- Ask if transportation to pharmacy is an issue. Our mail-order pharmacy delivers prescriptions directly to the patient's home, eliminating trips to the pharmacy. Retail 90-day fills may offer less frequent trips to the pharmacy.
- Encourage adherence by providing a 90-day prescription and use of automatic refills for maintenance drugs.
- Provide an updated prescription to the pharmacy if the patient's medication dose has changed since the original prescription.



Community Partner highlights

Humana Healthy Horizons in South Carolina is proud to partner with companies that help transform health outcomes in our communities.

Clemson Rural Health takes pride in delivering holistic, patient-centered care through dietetics and nutrition, social work, health coaching and education. Specifically, Clemson Rural Health has positively impacted rural and underserved communities by offering cancer screenings for men and women regardless of medical insurance status.

Thanks to our partnerships with Clemson Rural Health, we are able to bring these mobile screening events to our members.

Health Care Partners of South Carolina helps individuals reach their highest potential, regardless of their socioeconomic or ethnic background. Committed to our members in the Palmetto State, Health Care Partners of South Carolina offers primary and preventive care for all age groups as well as dental services, lab tests and dental options across three counties, Horry, Marion and Florence.

We are honored to partner with an organization so dedicated to closing gaps in care and offering all our members the best quality of care.

Additional resources for members

- Humana Healthy Horizons members, community partners and providers can view our statewide community calendar of free events to attend with family and friends on our **news and alerts webpage**.
- All Medicaid providers and community partners can visit **FindHelp** to access helpful resources.



The Humana Healthy Horizons in South Carolina Community Engagement Team

If you have questions about our programs, sponsorships or community, please contact the Community Engagement professional assigned to your region:

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