



Humana Healthy Horizons in Florida Long-Term Care

Skilled nursing facilities provider quick guide

Skilled nursing facilities

Skilled nursing facilities (SNFs) services are coordinated with members' acute-care coverage. If members are dually eligible for Medicare and Medicaid, the Humana Healthy Horizons® in Florida Comprehensive Plan is responsible for coinsurance per the Medicaid crossover guidelines.

Claims must be submitted with the Medicare explanation of benefits.

The SNF staff is expected to inform Humana Healthy Horizons Comprehensive Plan staff of changes or concerns identified while providing services to members to ensure members' needs are met.

- **Respite care:** Respite care provides caregivers with relief for short periods of time. Respite care may be provided by an SNF. Respite care is not a substitute for the care usually provided by a registered nurse, a licensed practical nurse or a therapist.
- **Transportation:** All Humana Healthy Horizons Comprehensive Plan contracts with SNFs require the SNF to coordinate transportation for our members. Humana Healthy Horizons Comprehensive Plan members are eligible for transportation to long-term care (LTC) covered services, as authorized by Humana Healthy Horizons. Please contact the member's care manager for authorization approval. Our members will use their health plan ID card for all covered transportation services (including emergency transportation).
- **Change in member needs:** Providers will inform Humana Healthy Horizons Comprehensive Plan staff of changes or concerns they identify while providing services to members to ensure members' needs are met. This includes notification of members being admitted to a hospital and/or going to a Medicare or Medicaid hospice program. Medicaid hospice services require preauthorization from Humana Healthy Horizons. Notification must be provided within 24 hours of a significant change in members' healthcare needs.
- **Custodial care:** All members requiring this service must be assessed, and Humana Healthy Horizons must make a determination that the member no longer can live in a less restrictive setting. Members who receive approval for placement in a contracted SNF for custodial care are required to pay the facility a patient responsibility amount based on their income, which is determined by the Department of Children and Families.

Humana Healthy Horizons® in Florida

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

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SNF billing guidance

Revenue code	Method	Reimbursement
101	LTC days	100% Medicaid allowable
182	Home leave days (therapeutic leave days)	100% Medicaid allowable
185	Hospital leave days	100% Medicaid allowable

Rate sheet: <https://ahca.myflorida.com/medicaid/cost-reimbursement/nursing-home-rates>

Important contact information

Department	Contact information
Provider Relations	Contact your local Provider Relations representative Email: FLMedicaidPR@humana.com Phone: 888-998-7735 (TTY: 711) , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Member Services	Phone: 888-998-7732 (TTY:711) , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Pharmacy	Phone: 800-555-2546 , Monday – Friday, 8 a.m. – 6 p.m., Eastern time
Humana Healthy Horizons provider website	Humana.com/HealthyFL
Pharmacy website	Humana.com/FLPharmacy
Humana long-term care contacts	Contact information
Case management	Phone: 888-998-7732 , Monday – Friday, 8 a.m. – 8 p.m., Eastern time
24-hour Nurse Advice Line	Phone: 800-477-6931
Claims	Contact information
Availity Essentials™	Web: Availity - Provider Self-Service Portal Humana and Availity Essentials Phone: 800-282-4548, Monday – Friday, 8 a.m. – 8 p.m. Eastern time.
Humana Healthy Horizons Managed Medical Assistance (MMA)	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
Humana Healthy Horizons long-term care (LTC)	Claims Department P.O. Box 14732 Lexington, KY 40512
Humana claims overpayment	Humana Claims Overpayment P.O. Box 931655 Atlanta, GA 31193-1655

Department	Contact information
Provider complaints	Humana Healthy Horizons Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601 Phone: 800-477-6931 , Monday – Friday, 8 a.m. – 8 p.m. Eastern time
Provider Grievances and Appeals	Humana Attn: Provider Reconsiderations P.O. Box 14546 Lexington, KY 40512-4546

Humana links

- Find a Provider: **[Humana.com/FindADoctor](https://www.humana.com/FindADoctor)**
- Provider homepage: **[Humana.com/HealthyFL](https://www.humana.com/HealthyFL)**
- Member homepage: **[Humana.com/HealthyFlorida](https://www.humana.com/HealthyFlorida)**
- Prior authorization list (PAL): **[Humana.com/PAL](https://www.humana.com/PAL)**
- Expanded benefits: **[Humana.com/FloridaBenefits](https://www.humana.com/FloridaBenefits)**

Provider training and education

[Humana.com/FLeducation](https://www.humana.com/FLeducation)

Provider contracting and credentialing

Provider contracting

Contracting opportunities

- Email: **LTCNetworkRequests@humana.com**
- Provider updates: Contact your provider contracting representative

Provider credentialing

- Please email questions to **CredentialingInquiries@humana.com**

Agency for Health Care Administration (AHCA) provider enrollment

- **Agency provider enrollment policy**
- **Provider enrollment website**
- Provider enrollment helpline: **800-289-7799**, option 4
- **Provider enrollment references and training**

Prior authorization requests

Our prior authorization list (PAL) can be found at **[Humana.com/PAL](https://www.humana.com/PAL)**. Except where noted, prior authorization (PA) requests for medical services may be initiated:

- Online via **Availity Essentials** (registration is required)
- By calling Humana's interactive voice response line, available 24 hours a day, at **800-523-0023**.
Humana customer care representatives are available Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Online PA requests are encouraged. Clinical information for a medical service preauthorization request may be faxed to 813-321-7220.

Clearinghouse information

Clearinghouse	Website	Phone
Availity Essentials – Preferred LTC Vendor	www.availity.com	800-282-4548
Waystar®/ZirMed®	www.waystar.com	844-692-9782
TriZetto®	www.trizetto.com	800-556-2231
The SSI Group	www.thessigroup.com	800-881-2739
Humana fee-for-service claims for payer ID 61115		

Nonemergency transportation contact information

Modivcare nonemergency medical transportation (NEMT)	Contact information
Modivcare reservation line	Phone: 866-779-0565, Monday – Friday, 8 a.m. – 5 p.m., Eastern time
Transportation covered	NEMT: <ul style="list-style-type: none"> • Ambulatory • Wheelchair • Stretcher van • Mass transit Does not include emergency ambulance services.
After-hours	Phone: 866-779-0565
Ride assistance	Florida Medicaid ride assistance (Where's My Ride?) Phone: 866-779-0565
Reservations	Reservations must be made at least 72 hours in advance and no more than 30 days prior to the appointment.
Billing	Phone: 800-930-9060 Monday – Friday, 8 a.m. – 5 p.m., Eastern time
Escalations	Humana Healthy Horizons Phone: 888-998-7735