

# Healthcare Provider Resource Guide

## Online self-service

You can find a variety of healthcare provider resources online at [Humana.com/Provider](https://www.humana.com/Provider), with no registration required. Medicaid-specific materials, communications and additional resources can be found at [Humana.com/HealthySC](https://www.humana.com/HealthySC), including:

- Claims resources
- Clinical practice guidelines
- Health and wellness programs
- Network notices
- Pharmacy resources
- Provider publications—including the provider manual, newsletters and program updates
- Provider training materials
- Quality resources

## Availity Essentials

Healthcare providers who want to work with Humana Healthy Horizons online can register at no cost through Availity Essentials™. This secure multipayer portal allows you to interact with Humana and other participating payers without learning multiple systems or remembering separate user IDs or passwords. Many Humana-specific tools are accessible via Availity Essentials.

To learn more, call Availity Essentials at **800-282-4548** or visit [www.availity.com](https://www.availity.com). Availity Essentials lets you:

- Check eligibility and benefits
- Submit and view authorizations
- Check claim status
- Confirm/make claim submissions
- Receive remittance advice
- View Member Summaries
- Confirm/remedy overpayment
- Get electronic remittance advice (ERA) and set up electronic funds transfer (EFT)

**Humana**  
Healthy Horizons  
in South Carolina

Healthy Connections 

Get paid faster and have your Humana Healthy Horizons® in South Carolina claim payments deposited automatically with ERA and EFT. Visit **electronic claims for providers** for more information on ERA and EFT.

For help or questions about these self-service tools, call Provider Services at **866-432-0001**. For training opportunities, please visit **Humana.com/ProviderSelfService**.

## Medicaid prior authorization list

Humana Healthy Horizons requires prior authorization for certain services to facilitate care coordination and to confirm the services adhere to South Carolina Department of Health and Human Services (SCDHHS) coverage policies. To determine if you need prior authorization for a Humana Healthy Horizons-covered patient's treatment, please review the South Carolina Medicaid Prior Authorization List (PAL) online at **Humana.com/PAL**.

## Frequent contacts

Important numbers	Contact information	Hours of operation (All times Eastern)
<b>Provider Services</b>	<b>866-432-0001</b>	Monday – Friday, 8 a.m. – 6 p.m.
<b>Medical and behavioral health prior authorizations requests and utilization management</b> Authorizations also can be completed at <b>Availity.com</b> .	<b>866-432-0001</b> Fax: <b>833-441-0950</b>	Monday – Friday, 8 a.m. – 6 p.m.
<b>Medication prior authorizations requests</b> (step therapy, quantity limits and medication exceptions for medication supplied and billed through the pharmacy) <b>Submit requests online</b> or download a form at <b>Humana.com/PA</b> .	<b>800-555-2546</b> Fax: <b>877-486-2621</b>	Monday – Friday, 8 a.m. – 11 p.m.
<b>CenterWell Pharmacy®</b> (mail order for maintenance medications)	<b>800-379-0092 (TTY:711)</b> Fax: <b>800-379-7617</b>	Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m.
<b>Medication intake team</b> (prior authorization for medication administered in medical office)	<b>866-461-7273</b> Fax: <b>888-447-3430</b>	Monday – Friday, 8 a.m. – 11 p.m.
<b>CenterWell Specialty Pharmacy®</b>	<b>800-486-2668 (TTY: 711)</b> Fax: <b>877-405-7940</b>	Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m.
<b>Claim payment inquiries</b>	<b>866-432-0001</b>	Monday – Friday, 8 a.m. – 6 p.m.

Important numbers	Contact information	Hours of operation (All times Eastern)
Availity Essentials	<b>800-AVAILITY (800-282-4548)</b>	Monday – Friday, 8 a.m. – 8 p.m.
Care management referrals and assistance	Medical: <b>SCMCDCareManagement@humana.com</b>  Behavioral Health: <b>SCMCDCareManagement_BH@humana.com</b>  HumanaBeginnings®: <b>SCMCDHumanaBeginnings@humana.com</b>	Monday – Friday, 8 a.m. – 5 p.m.
SCDHHS – Provider Service Center	<b>888-289-0709</b>	Monday – Thursday, 7:30 a.m. – 5 p.m., and Friday, 8:30 a.m. – 5 p.m.
Humana Special Investigations Unit	<b>800-614-4126</b>	Available 24/7
SCDHHS	<b>SCDHHS website</b>	
Pharmacy	To join Humana’s network, pharmacy providers can complete the application available at <b>Pharmacy Forms and Manuals - Humana</b> and fax to <b>866-449-5380</b> or email <b>PharmacyContractRequest@humana.com</b> .	Monday – Friday, 8 a.m. – 5 p.m.

## Important addresses

Humana department	Address
Provider correspondence	Humana Attn: Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601
Provider disputes	Humana Attn: Provider Disputes P.O. Box 14601 Lexington, KY 40512-4601  Email: <b>SCMCDProviderDispute@humana.com</b>
Member grievances and appeals	Humana Attn: Grievances and Appeals P.O. Box 14546 Lexington, KY 40512-4546

Humana department	Address
Quality improvement program	Email: <b>HHHSCQualityManagement@humana.com</b>
Provider demographic changes	Medical and physical healthcare providers email: <b>SCProviderUpdates@humana.com</b>  Behavioral healthcare providers email: <b>SCBHMedicaid@humana.com</b>

## Claims process by coverage

Coverage type	
Medical and behavioral health	<b>Humana payer IDs</b> Claims: 61101 Encounters: 61102  <b>Submit claims directly at no cost online at</b> <b><a href="http://www.availity.com">www.availity.com</a></b>  <b>File paper claims by mail to:</b> Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601  <b>File paper encounters by mail to:</b> Humana Claims Office P.O. Box 14605 Lexington, KY 40512-4605
Vision	Superior Vision®  <b>Submit vision claims to:</b> Superior Vision Attn: Claims Department P.O. Box 967 Rancho Cordova, CA 95741


## Web resources

- **Humana Healthy Horizons in South Carolina Provider Manual**
- Humana Healthy Horizons in South Carolina PAL: **[Humana.com/PAL](http://Humana.com/PAL)**
- Availity Essentials: [www.availity.com](http://www.availity.com)
- Provider communications such as newsletters and network notices:
  - **[Humana.com/HealthySC](http://Humana.com/HealthySC)**
  - **[Humana.com/provider/news/publications](http://Humana.com/provider/news/publications)**
- Training materials: **[Humana.com/ProviderCompliance](http://Humana.com/ProviderCompliance)**

## Member ID card samples

Please ask Humana Healthy Horizons in South Carolina-covered patients to present their ID cards at the time of service.

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A Medicaid product of Humana Benefit Plan of South Carolina, Inc.

**MEMBER NAME**  
**Member ID: HXXXXXXXXX**

Medicaid ID#: XXXXXXXX      Group #: XXXXX  
Date of Birth: XX/XX/XX      RxBIN: 610649  
Effective Date: XX/XX/XX      RxPCN: 03191504

PCP Name: XXXXXXXXX  
PCP Phone: (XXX) XXX-XXXX

**Member/Provider Services:**      **866-432-0001 (TTY: 711)**

Member 24-Hour Nurse Advice Line:      877-837-6952  
Pharmacist Rx Inquiries:      800-865-8715


Please visit us at: **Humana.com/HealthySouthCarolina**

For online provider services, go to Availity.com

Please mail all claims to:

**Humana Medical**  
**P.O. Box 14601**  
**Lexington, KY 40512-4601**

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Healthy Horizons<sup>®</sup>  
in South Carolina

Healthy Connections 

Un producto de Medicaid de Humana Health Plan of South Carolina, Inc.

**MEMBER NAME**  
**N.º de identificación del afiliado: HXXXXXXXXX**

N.º de identificación      N.º de grupo: XXXXX  
de Medicaid: XXXXXXXX      RxBIN: 610649  
Fecha de nacimiento: XX/XX/XX      RxPCN: 03191504  
Fecha de vigencia: XX/XX/XX

Nombre del PCP: XXXXXXXXX  
N.º de teléfono del PCP: (XXX) XXX-XXXX

**Servicios para afiliados/proveedores: 866-432-0001(TTY: 711)**

Línea de asesoramiento de enfermería  
las 24 horas para afiliados:      877-837-6952

Preguntas sobre recetas  
para farmacéuticos:      800-865-8715

Visítenos en: **Humana.com/HealthySouthCarolina**

Por servicios para proveedores en línea, visite Availity.com

Envíe todas las reclamaciones por correo a:

**Humana Medical**  
**P.O. Box 14601**  
**Lexington, KY 40512-4601**

The following are some of the many clearinghouses offering services to healthcare providers. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.

Clearinghouse	Website
Availity Essentials	<a href="http://www.availity.com">www.availity.com</a>
Change Healthcare	<a href="http://changehealthcare.com">http://changehealthcare.com</a>
Trizetto <sup>®</sup>	<a href="http://trizettoprovider.com">http://trizettoprovider.com</a>
SSI Group	<a href="http://thessigroup.com">http://thessigroup.com</a>

## Annual compliance training

Humana Healthy Horizons supports physicians and other healthcare providers in their efforts to provide care to patients with Medicaid coverage by offering training materials to help them meet state and federal compliance requirements.

There are a variety of materials available, including:

- **Humana Healthy Horizons in South Carolina Medicaid Provider Orientation and Training**
- **Health, Safety and Welfare Education Training**
- **Cultural Competency Training**
- **General Compliance and Fraud, Waste and Abuse Training**
- **Ethics Every Day for Contracted Healthcare Providers and Third Parties (Standards of Conduct)**

Find these training modules online at **[Humana.com/ProviderCompliance](https://Humana.com/ProviderCompliance)** or on **[www.availity.com](https://www.availity.com)**.

Be sure to complete the Medicaid Partner Training Attestation form to document your completion.

Find more information online at **[Humana.com/ProviderCompliance](https://Humana.com/ProviderCompliance)**. See the **Humana Healthy Horizons in South Carolina Provider Manual** for further guidance.

## Go365 for Humana Healthy Horizons

Go365 for Humana Healthy Horizons® is a wellness program that offers Humana Healthy Horizons members the opportunity to earn rewards for taking healthy actions. Most of the rewards are earned and awarded when Humana Healthy Horizons receives a healthcare provider's claim for services rendered. Humana Healthy Horizons recommends that all providers submit claims no later than Dec. 31, 2025. This allows members time to redeem their reward(s).

Humana Healthy Horizons publishes billing guidelines for these services on **[Humana.com/HealthySC](https://Humana.com/HealthySC)**. For more information on the Go365 program for Humana Healthy Horizons members, please see your **provider manual**.