

Network Notification – Humana Healthy Horizons in Kentucky

Notice date: September 30, 2025
To: Humana Healthy Horizons in Kentucky provider network
From: Humana Healthy Horizons in Kentucky
Subject: Therapeutic rehabilitation program

Humana Healthy Horizons® in Kentucky wants to share information regarding therapeutic rehabilitation program (TRP) services (Healthcare Common Procedure Coding System [HCPCS] codes H2019 and H2020). When delivering per diem services, providers should evaluate the medical necessity and clinical appropriateness of multiple services being delivered on a single date of service.

Key characteristics of TRP services:

Understanding the service requirements:

- Services must be delivered face-to-face when treating members who have a severe and persistent mental illness diagnosis (members older than 21) or serious emotional disability (members younger than 21).
 - A severe and persistent mental illness, for the purposes of this policy, aligns with the regulatory definition (907 KAR 15:060):
 - Diagnosis of a major mental disorder (schizophrenia spectrum disorders, bipolar disorders, depressive disorders, post-traumatic stress disorder)
 - History of persistent disability and significant impairment in major areas of community living
 - Clinically significant symptoms for 2 continuous years **or** more than 1 psychiatric inpatient admission in the past 2 years
 - A severe emotional disability for a child, for the purposes of this policy, aligns with statutory definition (KRS 200.503):
 - Diagnosis of a clinically significant disorder of thought, mood, perception, orientation, memory or behavior

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- At least 1 year history (or well documented future sustained risk without treatment) of substantial limitations in at least 2 of the following 5 areas: self-care, interpersonal relationships, family life, self-direction and education
 - Child receives residential treatment for emotional disability
 - Child is in custody of the Department for Community Based Services due to behavioral/emotional disturbance
- Services may be delivered using a variety of psychiatric rehabilitative techniques intended to develop and improve skills in the following areas:
 - Emotional regulation and social skills
 - Coping and handling crisis situations
 - Activities of daily living
 - Self-awareness, insight and prevention
 - Services must be provided to an individual with a primary mental health disorder diagnosis or a co-occurring disorder.
 - Services should be clearly outlined within the individualized care plan, detailing the volume of services needed to promote socialization, recovery, self-advocacy and skills needed for safe community living.
 - **Duplicative services:** TRP services and comprehensive community services (CCSS) are duplicative services based on the covered service descriptions found in applicable regulations.

Provider requirements:

- TRP services may be performed by an approved behavioral health practitioner, an approved behavioral health practitioner under supervision, or a peer support specialist (PSS) under appropriate supervision.
- TRP services may not be performed or supervised by a licensed clinical alcohol and drug counselor or a certified alcohol and drug counselor.
- The same rendering provider cannot serve in a dual role when treating an individual member (e.g., community support associates [CSA], PSS, community health workers [CHW], etc.).

As a reminder, Humana Healthy Horizons processes these claims for payment as indicated, per the provider's Humana Healthy Horizons contract agreement and/or the [out-of-network payment policy](#).

Humana Healthy Horizons may deny claims billed outside of the parameters outlined in regulation and specified above. Providers may appeal the claim denial if they feel the service meets criteria for medical necessity based on the individual member's clinical needs. The provider has 60 calendar days from the date of the original claim denial to file an appeal. Humana Healthy Horizons recommends providers indicate "appeal" on all medical records and other documentation submitted in supporting medical necessity for the service. For more information on appeals, please refer to the [Humana Healthy Horizons in Kentucky Provider Manual](#).

If you have questions, please reach out to your Provider Relations representative, or call Provider Services at 800-444-9137 (TTY: 711), Monday – Friday, 8 a.m. – 6 p.m., Eastern time.

References:

- KRS 200.503. Definitions for KRS 200.501 to 200.509.
- 907 KAR 15:005. Definitions for 907 KAR Chapter 15.
- 907 KAR 15:010. Coverage provisions and requirements regarding behavioral health services provided by individual approved behavioral health practitioners, behavioral health provider groups, and behavioral health multi-specialty groups.
- 907 KAR 15:020. Coverage provisions and requirements regarding services provided by behavioral health services organizations for mental health treatment.
- 908 KAR 2:250. Community support associate; eligibility criteria and training.