



Contractual and demographic updates

Why should you update Humana Healthy Horizons?

It is very important to notify Humana Healthy Horizons® in Virginia of any contractual or demographic changes. This ensures our provider directories are current for our members and avoids claim discrepancies.

What types of changes require notification?

- New providers added to the group
- Billing address updates
- Tax Identification Number updates
- Credentialing changes or updates
- Providers leaving the group
- Gender updates
- Updates to languages spoken in the office
- Panel status updates
- Service address updates (e.g., new location, phone or fax)
- Updates to standard hours of operation and after hours
- Updates to public transportation access

Who should you contact?

All providers are responsible for updating Humana Healthy Horizons immediately when contact information/demographic changes occur.

To update information with Humana Healthy Horizons:

Desired action	Instructions
Current Humana network physical health or behavioral health providers seeking to: <ul style="list-style-type: none"> • Add providers to an existing group agreement • Add a service address location • Change billing address 	<ul style="list-style-type: none"> • Sign in to your account on the Humana Provider Portal Sign-in page. • Select the “Maintenance or Demographic Updates on Existing Contracts” tab. • Follow the instructions—Please note the required documentation submission to avoid delays.



Desired action	Instructions
<p>Current Humana network physical health or behavioral health providers seeking to:</p> <ul style="list-style-type: none"> • Remove a practitioner from a group • Remove a service address • Terminate a contractual agreement 	<ul style="list-style-type: none"> • Sign in to your account on the Humana Provider Portal Sign-in page. • Select the “Terminations” tab. • Follow the instructions—Please note the required documentation submission to avoid delays.

For a tutorial about the Humana Provider Portal, visit our [Making it Easier tutorials webpage](#), and select “Provider Portal: Joining Humana’s Network or Submitting a Change.”

Demographic changes for Long-term services and supports (LTSS) providers should be sent to the following Email: LTSSContracting@humana.com

What is the timeline to notify us of updates?

To ensure timely updates for our provider directories and records, providers should notify Humana Healthy Horizons at least 30 days prior to the effective date of the change. This ensures the information we have is correct for members to contact your office.

How can you verify your information?

You can verify your information on our [Find Care page](#).