

Humana Medical Plan

Florida Medicaid HMO (formerly known as Humana Family)

Provider Resource Guide: Region 1 – Escambia, Okaloosa, Santa Rosa and Walton counties

Online self-service

The following information is available on the **public** website at **Humana.com** (no registration required):

- Health and wellness programs
- Provider publications (including provider manuals)
- Quality resources
- Clinical practice guidelines
- Pharmacy services
- Claim resources
- What's New

Health care providers who want to work with Humana online can register for the Availity Web Portal at no cost. This multipayer portal allows you to interact securely with Humana and other participating payers without learning to use multiple systems or remembering different user IDs and passwords for each payer. Many Humana-specific tools are accessible from the Availity portal.

To learn more, call Availity at 1-800-282-4548 or visit Availity.com. Availity provides functions such as the following:

- Check eligibility and benefits
- Access Humana member ID cards
- Submit referral and authorization requests
- Check claims status and remittance information
- Submit claims electronically
- Respond to record requests
- Update demographic information
- Send attachments

Get paid faster and have your Humana claim payments deposited automatically with electronic funds transfer and electronic remittance advice (EFT and ERA). Visit Humana.com/epaymentinfo for more information on EFT and ERA.

For help or more information regarding any of these self-service tools, email: ebusiness@humana.com.

For training, visit Humana.com/providerselfservice and look under “Training opportunities.”

This information is subject to change.



Frequent Contact Information

| Department | Phone | Hours of Operation |
|---|--|---------------------------------|
| Provider Services | 1-800-477-6931 | Mon. – Fri., 8 a.m. – 5 p.m. |
| TTY for the Hearing Impaired | 711 | |
| Case Management Referral: Humana Health Services; includes obstetrics | 1-800-322-2758 | Mon. – Fri., 8:30 a.m. – 5 p.m. |
| Medical Prior Authorizations (precertification unit) | 1-800-523-0023 | Mon. – Fri., 8 a.m. – 6 p.m. |
| Pharmacy | 1-800-865-8715 | Mon. – Fri., 8 a.m. – 6 p.m. |
| Claims | 1-800-477-6931 | Mon. – Fri., 8 a.m. – 6 p.m. |
| Member Services | 1-800-477-6931 | Mon. – Fri., 8 a.m. – 6 p.m. |
| Availability | 1-800-282-4548 | |
| Florida County Offices | 1-800-303-2422 | |
| Florida Agency of Health Care Administration | 1-866-762-2237 | |
| Fraud, Waste and Abuse | 1-800-558-4444 (Humana); 1-888-419-3456 (AHCA); and/or 1-866-966-7226 (Florida Attorney General) | |

Important Fax Numbers – Pharmacy

| | Fax | Phone |
|--|----------------|----------------|
| Medication prior authorizations, step therapy, quantity limits and medication exceptions for medication supplied by a pharmacy and billed through the pharmacy (forms available at Humana.com/PA) | 1-877-486-2621 | 1-800-555-2546 |
| PrescribeIT (over-the-counter pharmacy) | 1-800-526-1491 | 1-800-526-1490 |

Important Addresses

| Department | Address |
|---------------------------------|---|
| Provider Correspondence | Humana P.O. Box 14601 Lexington, KY 40521-4601 Attn: Provider Correspondence |
| Provider Grievances and Appeals | Humana P.O. Box 14601 Lexington, KY 40521-4601 Attn: Provider Reconsiderations |
| Member Grievances and Appeals | Humana Health Plans P.O. Box 14546 Lexington, KY 40512-4546 |
| Claims | Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601 |
| Quality Improvement Program | Humana Quality Management Department 321 W. Main St., WFP 20 Louisville, KY 40202 |
| Provider Demographic Changes | Availability Web Portal. Sign in at Availability.com and select “Payer Spaces,” then “Humana.” Select “Resources,” then “Manage My Humana Demographics.” Or mail to: Humana 4030 W. Boy Scout Blvd. Tampa, FL 33607-5713 |




Clearinghouse Information – EDI

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

| | Website | Phone |
|--|--|--|
| Availity | www.availity.com | 1-800-282-4548 |
| ZirMed® | www.ZirMed.com | 1-877-494-7633 |
| Trizetto® | www.trizetto.com | 1-800-556-2231 |
| SSI Group | www.thessigroup.com | 1-800-881-2739 |
| Humana fee-for-service claims payer ID 61101 | | Humana encounter claims payer ID 61102 |

Other Network Information

| Required Networks | Company | Phone | Claims Address |
|---|--|--|---|
| Behavioral Health | Access Behavioral Health | 1-866-477-6725 | 1221 W. Lakeview Ave. Pensacola, FL 32501 |
| Chiropractic – Provider Contract Requests | Florida Chiropractic Institute | 1-727-544-7878 | |
| Dental | DentaQuest® | 1-877-468-5581 | 12121 N. Corporate Parkway Mequon, WI 53092 |
| Hearing Services | HearUSA | 1-877-664-9353 | Department 3298 Carol Stream, IL 60132 |
| Over-the-counter (OTC) Pharmacy | PrescribIT | 1-800-526-1490 | |
| Specialty Pharmacy | Most retail network pharmacies or PrescribIT | Pharmacy locator for retail pharmacies: http://apps.humana.com/PharmacyTools/PharmacyLocator/PharmacyLocatorHome.aspx Note: Please look for the “Specialty Pharmacy” icon in the icon legend to ensure the pharmacy provides this service.  PrescribIT: 1-800-526-1490 | |
| Optometry/Ophthalmology | Premier Eye Care | 1-800-738-1889 | 4205 W. Atlantic Ave. Building D Delray Beach, FL 33445 |
| Non-emergency Transportation | LogistiCare® | 1-866-779-0565 | P.O. Box 102699 Atlanta, GA 30368 |
| Nutritional Counseling (Limited coverage. Contact customer service or refer to the current member handbook.) | Independent Living Systems (ILS) | 1-844-212-7523 | 5200 Blue Lagoon Drive Suite 500 Miami, FL 33126 |
| Post-discharge Meals (Limited coverage. Contact customer service or refer to the current member handbook.) | Independent Living Systems (ILS) | 1-866-966-3257 | 5200 Blue Lagoon Drive Suite 500 Miami, FL 33126 |



| Consultative Services | Company | Phone |
|-----------------------|--------------------|----------------|
| Oncology Drug Review | Oncology Analytics | 1-888-916-2616 |

Medically Necessary Services

Humana, through its contracted providers, is required to arrange for the following medically necessary services for each patient:

- Advanced Registered Nurse Practitioner Services
- Ambulatory Surgical Centers
- Birth Center Services
- Child Health Checkup Services
- Chiropractic Services
- Community Mental Health Services
- County Health Department Services
- Dental Services
- Durable Medical Equipment and Medical Supplies
- Dialysis Services
- Emergency Room Services
- Family Planning Services
- Federally Qualified Health Center Services
- Free-standing Dialysis Centers
- Hearing Services
- Home Health Services
- Hospital Services – Inpatient/Outpatient
- Immunizations
- Laboratory Services
- Licensed Midwife Services
- Optometry
- Physician Services
- Physician Assistant Services
- Podiatric Services
- Primary Care Case Management Services
- Prescribed Drug Services
- Rural Health Clinic Services
- Targeted Case Management
- Therapy Services
- Transplant Services
- Transportation Services
- Vision Services
- X-ray Services, Including Portable X-rays

Only those services deemed medically necessary will be covered.

In providing covered services to Medicaid enrollees, state and federal laws require the provider to adhere to applicable provisions in the Florida Medicaid Coverage and Limitations Handbook, as well all laws pertaining to the provision of such services.

All non-emergent inpatient services, including bariatric and transplants, require preauthorization. Emergency inpatient services require authorization. All outpatient services require a referral.



Additional Member Benefits

- Eye Exam and Glasses (Premier) – Additional eye exams and glasses may be authorized when medically necessary.
- Routine Hearing Exams (HearUSA) – Unlimited office-based hearing aid repairs, maintenance and cleaning; 40 hearing aid batteries per year per new hearing aid; one factory hearing aid repair every three years.
- Dental Services (DentaQuest)
 - Children 20 and younger have full dental coverage.
 - Adults have standard Medicaid dental benefits, plus some expanded benefits. For information on adult expanded benefits, please call DentaQuest.

Humana provides a website specific to Florida Medicaid containing resources and updates for physicians and other health care providers, viewable at http://www.humana.com/providers/clinical/medicaid_materials.aspx.

AHCA provides a website specific to Florida Medicaid containing resources and updates for physicians and other health care providers, viewable at https://portal.flmmis.com/FLPublic/Provider_ProviderSupport/tabId/39/Default.aspx.

Member ID card samples

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MEMBER NAME
Member ID: HXXXXXXXXX

Medicaid ID#: XXXXXXXX Group #: XXXXXXXX
Date of Birth: XX/XX/XX RxBIN: 610649
Effective Date: XX/XX/XX RxPCN: 03190000

PCP Name: XXXXXXXXX
PCP Phone: (XXX) XXX-XXXX
Primary Care Address: XXXXXXXXXXXXX

Member/Provider Service: 1-800-477-6931

Pharmacist Rx Inquiries: 1-800-865-8715
Pre-Certification and/or admission notification call: 1-800-523-0023
AHCA HMO Complaint Hotline: 1-888-419-3456

Please mail all claims to:
Humana Medical
P.O. Box 14601
Lexington, KY 40512-4601

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MEMBER NAME
Id. del afiliado: HXXXXXXXXX

Id. de Medicaid: XXXXXXXX N.º de grupo: XXXXXXXX
Fecha de nacimiento: XX/XX/XX RxBIN: 610649
Fecha de entrada en vigor: XX/XX/XX RxPCN: 03190000

Nombre del PCP: XXXXXXXXX
No. de teléfono del PCP: (XXX) XXX-XXXX
Dirección de atención primaria: XXXXXXXXXXXXX

Servicio para afiliados/proveedores: 1-800-477-6931

Consultas sobre recetas de farmacéuticos: 1-800-865-8715
Precertificación y/o notificación de admisión llamar al: 1-800-523-0023
Línea directa de quejas para HMO de AHCA: 1-888-419-3456

Por favor, envíe todas las reclamaciones por correo a:
Humana Medical
P.O. Box 14601
Lexington, KY 40512-4601

Note: These sample IDs comply with state guidelines. They are subject to change at any time.

