

# Humana Medical Plan

Florida Medicaid HMO (formerly known as Humana Family)

## Provider Resource Guide: Region 6 – Hardee, Highlands, Hillsborough, Manatee and Polk 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](http://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](http://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](mailto:ebusiness@humana.com).**

**For training, visit [Humana.com/providerselfservice](http://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	1-800-226-2316	
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 <a href="https://www.humana.com/PA">Humana.com/PA</a> )	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, Attn: Provider Reconsiderations P.O. Box 14601 Lexington, KY 40521-4601
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	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	<a href="http://www.availity.com">www.availity.com</a>	1-800-282-4548
ZirMed®	<a href="http://www.ZirMed.com">www.ZirMed.com</a>	1-877-494-7633
Trizetto®	<a href="http://www.trizetto.com">www.trizetto.com</a>	1-800-556-2231
SSI Group	<a href="http://www.thessigroup.com">www.thessigroup.com</a>	1-800-881-2739
<b>Humana fee-for-service claims payer ID 61101</b>		<b>Humana encounter claims payer ID 61102</b>

## Other Network Information

Required Networks	Company	Phone	Claims Address
Behavioral Health	Beacon Health Options	1-800-221-5487	10200 Sunset Drive Miami, FL 33173
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: <a href="http://apps.humana.com/PharmacyTools/PharmacyLocator/PharmacyLocatorHome.aspx">http://apps.humana.com/PharmacyTools/PharmacyLocator/PharmacyLocatorHome.aspx</a> 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



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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, Florida 33126
Physical Therapy/Occupational Therapy/Speech Therapy (members age 20 and younger only)	Health Network One (HN1)	1-800-595-9631	P.O. Box 350590 Fort Lauderdale, FL 33316

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 providers, viewable at [http://www.humana.com/providers/clinical/medicaid\\_materials.aspx](http://www.humana.com/providers/clinical/medicaid_materials.aspx).

AHCA provides a website specific to Florida Medicaid containing resources and updates for providers, viewable at [https://portal.flmmis.com/FLPublic/Provider\\_ProviderSupport/tabId/39/Default.aspx](https://portal.flmmis.com/FLPublic/Provider_ProviderSupport/tabId/39/Default.aspx).

## Member ID card samples

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**Humana Medical Plan**

**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: XXXXXXXXXX  
PCP Phone: (XXX) XXX-XXXX  
Primary Care Address: XXXXXXXXXXXX

**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**

**Humana.**  
**Humana Medical Plan**

**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: XXXXXXXXXX  
No. de teléfono del PCP: (XXX) XXX-XXXX  
Dirección de atención primaria: XXXXXXXXXXXX

**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.**



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