

# Humana Family Medicaid

Second Quarter 2016

## Updates for Physicians and Health Care Providers

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### Humana updates NICU authorization process

Humana currently requires preauthorization for all inpatient admissions. Humana's process will continue to utilize on-site and telephonic nurses to conduct a collaborative clinical review of inpatient services but, effective Sept. 15, 2016, will include all inpatient services including, but not limited to, neonatal intensive care unit (NICU). When requested, a peer-to-peer consultation with a Humana medical director will be available.

On Sept. 15, 2016, the process will be effective for Humana Managed Medical Assistance (MMA) Medicaid plans in Florida Medicaid regions 1, 6, 9, 10 and 11. *Health care providers may continue to use the same process they use today for Humana MA HMO, MA PPO, MA Private Fee-for-Service (PFFS) and commercial members, as well as behavioral health facility inpatient admissions.*

**Physicians need to contact Humana online or via telephone for inpatient admissions. Physicians may use the secure provider area of Humana's website at [Humana.com/providers](http://Humana.com/providers) (registration required) or [Avality.com](http://Avality.com) (registration required). Alternatively, physicians may use the interactive voice response (IVR) line by calling 1-800-523-0023.**

Physicians will be asked to provide the facility tax ID number, member name, Humana member ID number, member date of birth, admission or service date and diagnosis.

#### Important notes:

- Services (including professional fees) that are not medically necessary may not be covered.
- Admissions found not to be medically necessary will not be covered.
- Claims submitted without a review of the admission will be subject to retrospective review, and all claims will continue to be subject to claim code edits, proper billing, etc.
- All elective inpatient admissions must be preauthorized before admission.
- Humana requests notification of all emergent admissions within one day of admission.

Physicians' assistance with Humana's inpatient admission preauthorization and concurrent review process will facilitate the timely processing of claims and decrease the need for retrospective audits and financial recovery.

**Questions can be directed to the Humana Medicare health service line at 1-305-626-5125. Hours of operation are Monday through Friday, 8 a.m. to 5 p.m. Eastern time.**



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## Note the following tips for IUD reimbursement

Insertion and removal of an intrauterine device (IUD) is reimbursable with a new or established family planning visit or an evaluation and management visit. However, all components of an evaluation and management visit must be met and documented, in addition to the IUD service, before the IUD service can be reimbursed.

Reimbursement for the IUD device is covered using the IUD-specific Healthcare Common Procedure Coding System (HCPCS) code. Additionally, you will need to submit a valid National Drug Code (NDC) on the claim. The NDC can be found on the product that is being administered to the recipient. Medicaid uses the 11-digit format for NDCs, which may require the insertion of leading zeros if they do not appear on the package.

*Please note: Procedure code 99070 is not an appropriate code and cannot be reimbursed for an IUD.*

Additionally, please note that the patient may order the IUD from Humana Specialty Pharmacy. The member would then bring the IUD to her appointment.

### Following are ways to get started with Humana Specialty Pharmacy:

- **Online:** <https://www.humanapharmacy.com/Specialty>
- **ePrescribe** your prescription to us.
- **Phone:** Give Humana Specialty Pharmacy a call at 1-800-486-2668 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. Eastern time and Saturday from 8 a.m. to 6 p.m.
- **Fax:** Complete a prescription form (available at <https://www.humanapharmacy.com/Specialty/information/SpecialtyForms.cmd>) and fax it to 1-877-405-7940.

**IF YOU HAVE ADDITIONAL QUESTIONS, PLEASE CALL YOUR HUMANA PROVIDER CONTRACTING REPRESENTATIVE.**

## Learn more about Humana's Healthy Behavior programs

Find more information about the following programs at <https://www.humana.com/provider/support/clinical/medicaid-materials/florida> (scroll down to the Healthy Behaviors bulleted item):

- Smoking cessation
- Substance abuse
- Humana Family Fit
- Mom's First
- Baby well visits
- Pediatric well visits

Patient may order an IUD from Humana Specialty Pharmacy and bring the IUD to her appointment.

ORDER ONLINE AT  
[WWW.HUMANAPHARMACY.COM/SPECIALTY](http://WWW.HUMANAPHARMACY.COM/SPECIALTY) OR CALL 1-800-486-2668.



## Humana posts new Medicaid Provider Manual Appendix

HEALTH CARE PROVIDERS CAN FIND THE UPDATED PROVIDER MANUAL APPENDIX, ALONG WITH OTHER HELPFUL MATERIALS, ON THE HUMANA MEDICAID PROVIDER PORTAL AT [HTTPS://WWW.HUMANA.COM/PROVIDER/SUPPORT/CLINICAL/MEDICAID-MATERIALS/FLORIDA](https://www.humana.com/provider/support/clinical/medicaid-materials/florida).

## AHCA updates oncology fee schedule

AHCA recently updated its Injectable Medications Fee Schedule for oncology medications, effective May 1, 2016. Humana loaded the updates into production for the same effective date.

To view the changes, refer to the Florida Medicaid Web Portal's Provider Fee Schedules website at

[http://portal.flmmis.com/FLPublic/Provider\\_ProviderServices/Provider\\_ProviderSupport/Provider\\_ProviderSupport\\_FeeSchedules/tabId/51/Default.aspx](http://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_ProviderSupport/Provider_ProviderSupport_FeeSchedules/tabId/51/Default.aspx) and choose the preferred download format for "Injectable Medications Oncology Medications (5/1/2016)."

## Member call campaigns seek to facilitate care for Humana Medicaid members

Humana and IASIS representatives conduct telephone campaigns for newly enrolled Medicaid members. These representatives help by contacting members to welcome them to the plan and even offering help with scheduling appointments. Health centers can expect to be contacted by these representatives if members request help with scheduling appointments. The following information is provided so primary care physicians (PCPs) can be aware of the various campaigns and how they seek to assist members.

### Campaigns for regions 1, 6, 9, 10 and 11

- **Welcome call** – Introduction of Humana benefits, confirming if the member has the PCP of his/her choice, whether or not the member has received new member materials and setting up first-time PCP appointments.
- **Child checkup reminder** – Following up with parents or guardians of pediatric members who are two months behind with vaccines to remind them of the importance of the wellness check, vaccines and dental checkups, as well as assisting them with setting up appointments for those members.
- **Birthday call** – Wishing members a happy birthday, reminding them of their annual checkup and assisting them with setting up an appointment.
- **Disenrollment follow-up** – Following up with members who have disenrolled to collect feedback about issues they have encountered while in Humana Family. If an individual was not aware of the disenrollment, the representative provides information an individual can use to connect with Choice Counseling (DCF) for re-enrollment.
- **Dental reminder** – Following up with members who have not been seen within the past year to remind them of the importance of their routine checkup, as well as assisting with finding a provider in their area and setting up an appointment.

### Campaigns for regions 9, 10 and 11 only

- **Provider visit reminder** – Reminding members the day before their medical appointments, assisting if there are changes they need and then confirming if member has already been seen.
- **Provider visit follow-up** – Following up after a member's appointment to confirm the member made it and rescheduling if the member was unable to make it.
- **Cervical cancer screening reminder** – Following up with female members who have not had a cervical cancer screening within the past year, assisting the member with finding a gynecologist in her area and setting up an appointment. If the member has already been screened, collecting the physician's information and date of appointment, then calling the physician's office with the member on the line to confirm if she was seen.



## New call-hold messaging targets Medicaid members

When Humana Family Medicaid members are placed on hold with Humana's Education Service Unit (ESU) phone line, they will now hear important messages about their health and wellness. These prompts may result in members contacting their physicians with questions or requests for appointments.

Members placed on hold by an ESU representative may hear the following messages:

### Annual Well Visit:

Are you aware that annual medical and dental well visits are offered at no cost to you? If you haven't been seen in the past year, this would be a great time to go see your doctor and/or dentist. If you need assistance in scheduling your appointment or making a change to your provider, please ask your Humana representative.

### Transportation:

Did you know that Humana offers transportation to and from your health care appointment that is not an emergency? If you need this service and would like to reserve a seat, please ask your Humana representative for more details.

### Mom's First:

Are you pregnant? Humana has a rewards program that provides telephonic case managers who can assist pregnant moms with their prenatal care before the baby is born, and the care for mom and baby during the initial postpartum period following birth. For more details about our Mom's First program, please ask your Humana representative for more details.

### HEDIS:

Have you checked your blood pressure lately? Is it around 120/80? If not, or you are not sure, talk to your doctor about getting your blood pressure checked or about any treatment options you may need.

### Healthy Behaviors:

Did you know Humana has reward programs to help you stop smoking, end drug and alcohol addiction or maintain a healthy weight? We have programs that offer telephonic coaches to help you with every step of the journey. To learn more, please ask your Humana representative for details.

**Humana's main customer service line in Florida also has call-hold messaging that covers a variety of health and wellness topics, such as Humana Specialty Pharmacy, how to access urgent care services, making timely specialist services appointments, registering for MyHumana and choosing a primary care physician.**

When Humana Family Medicaid members are placed on hold, they will now hear important messages about their health and wellness.

AFTER THESE PROMPTS, MEMBERS MAY CONTACT THEIR PHYSICIANS WITH QUESTIONS OR REQUESTS FOR APPOINTMENTS.

## Complete 2016 compliance training requirements

Health care providers are required to complete the following training modules each year:

- Humana Medicaid Provider Orientation
- Health, Safety and Welfare Training
- Cultural Competency
- Compliance and Fraud, Waste and Abuse Training

Find the training modules by logging in at [Humana.com/providers](http://Humana.com/providers) (registration required) or <http://www.availity.com> (registration required). More information is available on Humana's website at <https://www.humana.com/provider/support/clinical/medicaid-materials/florida> by choosing the "Health Care Provider Training Materials" tab.

