



## Find Patients' Humana ID Cards Online

Health care providers can quickly view or print Humana ID cards for their patients online using the Availity Web Portal.

If the health care provider has started an eligibility and benefits (E&B) search for the patient, he or she can click on the "View ID Card" link next to the "Patient ID" field.

If the health care provider has not started an E&B search for the patient, he or she can follow these steps to look up an ID card:

1. Go to [www.Availity.com](http://www.Availity.com) (<http://www.Availity.com>) and sign in with user ID and password.
2. Select "Payer Spaces" in the upper right corner of the screen and choose "Humana" from the drop-down menu.
3. Open the "View ID Card" application.
4. Enter the patient's member ID or Social Security number.
5. Select the plan type (for example, medical, dental or vision) and then select the "View and print an ID card" link next to it.

The cards contain the patient's Humana member ID and plan information that may include copayments, prescription drug coverage, primary physician and contact information for Humana claims.

The Availity Web Portal allows health care providers to work online with Humana and other participating payers at a single web site, without requiring different user IDs and passwords for each payer. There is no cost to register; health care providers who are not already using the Availity Web Portal can visit [www. Availity.com](http://www.Availity.com) and select "Get Started."

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## Three Things to Share As Summer Winds Down

1. Since so many of you have questions about value-based care, a group of physicians have come together to create a website that attempts to make sense of this new model of care. Check out [Humana.com/valuebasedcare](http://valuebasedcare.humana.com) (<http://valuebasedcare.humana.com>) to hear physicians share their real-life experiences with transitioning to value-based care.
2. I also hope to meet many of you in September at the American Academy of Family Physicians' conference in Orlando. I'll be joining other physicians in our Humana booth (#533) to talk about tools we have to help

you transition to value-based care models and resources that complement your treatment plans and improve patient adherence. Please stop by, peruse our research, share your ideas and ask questions.

3. Finally, a study we conducted in partnership with the University of Louisville Department of Pediatrics revealed frequent missed opportunities for administering the human papilloma virus (HPV) vaccination in young adolescent girls. In over half of visits during which at least one recommended adolescent vaccine was administered, no HPV vaccine was administered, whereas only a small minority of visits represented missed opportunities for other vaccines. [View the full research](http://apps.humana.com/marketing/documents.asp?file=2882100) ( <http://apps.humana.com/marketing/documents.asp?file=2882100>) and a related infographic. [Click here](http://www.humana.com/research) ( <http://www.humana.com/research>) to view other Humana research.

Enjoy the rest of your summer,



Roy Beveridge, M.D.

Senior Vice President and Chief Medical Officer

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## Making Access to Health Care Easier with Telemedicine

When health care providers hear “telemedicine,” it may bring to mind fears of liability and depersonalization of the doctor-patient relationship. However, not only is telemedicine a cost-effective, after-hours alternative to the emergency room (ER), it may actually make health care providers’ lives easier and patients healthier.

Telemedicine is not meant to replace the care given by the patient’s primary care physician (PCP), but rather to supplement and coordinate care.

Important notes:

- PCPs will be sent visit notes if patients with Humana coverage use this service and consent to alerting their physician.
- Telemedicine providers cannot make referrals to anyone other than the PCP.
- Telemedicine providers cannot prescribe Drug Enforcement Administration (DEA)-controlled substances.

With these and other safeguards in place, PCPs and telemedicine providers can work together to decrease episodes of worsening patient health, hospitalizations and ER visits. To learn more about Humana’s telemedicine initiatives, refer to our [clinical resources page](https://www.humana.com/provider/support/clinical/) ( <https://www.humana.com/provider/support/clinical/>) and click on “Telemedicine.”

Sincerely,



Charles Stemple, D.O.

Chief Medical Officer, Health Guidance Organization

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## Take Our Reader Survey to Share Your Input about Humana's YourPractice

Please click [here](https://www.surveymonkey.com/r/8Z7XHN6) (<https://www.surveymonkey.com/r/8Z7XHN6>) to give us your opinion about Humana's YourPractice and how we can improve. The survey is only five questions and should take just a few moments of your time. We value your input.

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## Humana Pharmacy App Allows Members to Order Medicine from Their Smart Watches

Humana members now can get reminders to refill prescriptions and track their prescription orders with the new Humana Pharmacy app for Apple Watch. Health care providers can recommend the Humana Pharmacy app or others like it to patients as a tool to make managing medications and adhering to medication therapy easier.

The Apple Watch app offers two features:

- Refill reminders to notify members when it's time to reorder
- Order tracking to show members when their order will arrive

A third feature that will remind members to take their medicine will be added later this year.

The Humana Pharmacy app is available on the App Store for iPhone and from the App Store for Apple Watch, found within the Apple Watch app on iPhone under the Explore tab.

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## Quick Reference Guide Keeps Important Information Close at Hand

A new quick reference guide gives health care providers important Humana-related contact information, as well as information about how to work with Humana online.

The guide contains contact information or web addresses that will help health care providers find out about:

- Working with Humana online via the multipayer Availity Web Portal or the secure Humana.com provider portal.
- Resolving claims issues.
- Accessing education-on-demand opportunities.
- Obtaining preauthorization and case management.

- Using pharmacy services.

Health care providers can find the quick reference guide [here](http://apps.humana.com/marketing/documents.asp?file=2990455) (<http://apps.humana.com/marketing/documents.asp?file=2990455>).

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## Pulmonary Rehab May Improve Health Outcomes for COPD Patients

Humana is educating its members with chronic obstructive pulmonary disease (COPD) about pulmonary rehabilitation and their options. Health care providers are encouraged to recommend pulmonary rehabilitation to their patients with COPD, specifically following an inpatient stay. Studies show that patients who participate in the recommended number of pulmonary rehab visits see a marked improvement in quality of life and their ability to manage their disease.<sup>1,2</sup>

Patients who are appropriate to recommend for pulmonary rehab meet the following criteria:

- COPD diagnosis with limited physical activity
- Frequent exacerbations (two or more per year)
- Forced expiratory volume in one second (FEV1) less than 50 percent predicted

For more information about pulmonary rehabilitation programs, health care providers can call Humana at 1-800-448-6262, Monday through Friday, 8 a.m. to 8 p.m. Eastern time.

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### Sources:

<sup>1</sup>Puhan MA, Gimeno-Santos E, Scharplatz M, Troosters T, Walters E.H, Steurer J. Pulmonary rehabilitation following exacerbations of chronic obstructive pulmonary disease. Cochrane Database of Systematic Reviews 2011, Issue 10. Art. No.: CD005305. DOI: 10.1002/14651858.CD005305.pub3. [Link to Cochrane Library. \(http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD005305.pub3/full\)](http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD005305.pub3/full) [PubMed]. (<http://www.ncbi.nlm.nih.gov/pubmed/21975749>)

<sup>2</sup>Corhay JL, Dang DN, Van Cauwenberge H, Louis R. Pulmonary rehabilitation and COPD: providing patients a good environment for optimizing therapy. Int J Chron Obstruct Pulmon Dis. 2014; 9: 27-39. Published online 2013 Dec 16. doi: [10.2147/COPD.S52012](http://dx.doi.org/10.2147/COPD.S52012). (<http://dx.doi.org/10.2147%2FCOPD.S52012>)

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## Access Care Plans for Humana Members on the Availity Web Portal

As part of Humana's migration to the Availity Web Portal for secure online interactions, care plans and assessments can be accessed through Availity.

The tools offer a broad view of a patient's experiences and can help coordinate care. The care plans list member problems, goals, interventions and assessments.

Health care providers who are registered to use the [Availity Web Portal \(http://www.availity.com\)](http://www.availity.com) can find the Care Plans in the Humana Payer Spaces. Click the “Payer Spaces” link on the upper right of the home page after logging in.

To register for the Availity Web Portal, go to [Availity.com \(http://www.availity.com\)](http://www.availity.com) and click “Get Started” under the “Register now for the Availity Web Portal” heading. For Availity provider portal help, call 1-800-282-4548. Assistance is available Monday through Friday from 8 a.m. to 7 p.m. Eastern time.

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## Update on Payment Policy Regarding Claims for Medicare-eligible Commercial Members

Based on recent guidance from the Centers for Medicare & Medicaid Services (CMS), Humana will discontinue implementation the payment reduction policy for members eligible for Medicare benefits and not enrolled. Therefore, Humana will not reduce its members’ benefits by the expected amount covered under Medicare Part B beginning July 1, 2016, as previously communicated in the [April 2016 Humana’s YourPractice newsletter. \(http://apps.humana.com/marketing/documents.asp?file=2858934\)](http://apps.humana.com/marketing/documents.asp?file=2858934) This payment policy would have affected physicians and health care providers who provide services for commercial fully insured Humana members.

The previous article stated there would be a change in Humana’s payment policy. This policy would have applied Medicare benefits for members eligible for Medicare Part B who are not currently enrolled in situations where Medicare would be primary if they had enrolled.

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## “Making It Easier” Series Offers Information on Claims Topics

Making It Easier for Health Care Providers is a series of presentations that can help health care providers better understand Humana’s claims policies and processes. A physician, other health care provider or an office manager can visit [Humana.com/MakingItEasier \(https://www.humana.com/provider/medical-providers/education/tools/making-it-easier\)](https://www.humana.com/provider/medical-providers/education/tools/making-it-easier) to find specific claims topics in 10- to 12-minute presentations.

The series is also available through the “Resources” page on [Availity.com \(http://www.availity.com/\)](http://www.availity.com/) (registration required). Health care providers will need to log on to Availity.com to access the series.

Current topics include:

- Medicare Preventive Services
- Professional Component and Technical Component (PC/TC)
- Humana’s Maximum Unit Values
- Chronic Care Management Services
- Drug Testing and Codes

- Humana's Approach to Code Editing
- Modifier 24
- Procedure-to-Procedure Code Editing
- Modifiers 59 and X {EPSU}
- Anatomical Modifiers
- Modifier 25
- Application of Medicare NCD/LCD Guidelines

The presentations are on-demand, straightforward and concise, and each includes a downloadable tip sheet.

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## How to Be a Key to Integrity

Humana is committed to following state and federal legal requirements that govern the health care industry and to simply doing the right thing. To that end, Humana offers [Ethics Every Day for Contracted Providers and Health Care Partners](http://apps.humana.com/marketing/documents.asp?file=1112774) (<http://apps.humana.com/marketing/documents.asp?file=1112774>). This document outlines Humana's standards of conduct. It is one of many ways Humana shares its expectations of, and resources for, contracted entities and individuals who support Humana's Medicare- and/or Medicaid-related offerings.

Upon initial contract and annually thereafter, health care providers need to complete an attestation certifying that they comply with Ethics Every Day, or that they have a materially similar document in place, upon initial contract and annually thereafter.

For information on how to complete the compliance attestation or for additional guidance on this requirement, refer to these [frequently asked questions and answers](http://apps.humana.com/marketing/documents.asp?file=1827553) (<http://apps.humana.com/marketing/documents.asp?file=1827553>). For answers to other questions about compliance, call Humana provider relations at 1-800-626-2741, Monday through Friday from 8 a.m. to 5 p.m. Central time.

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## Clinical Practice Guidelines Provide Important Tips to Physicians, Staff

Humana adopts clinical practice guidelines based on guidance from national organizations generally considered expert in their fields. *Humana's YourPractice* features updates to established guidelines and introduces newly adopted guidelines. The goal of these updates is to provide timely information about evidence-based best practices to help improve patient care and improve quality measures. While many guidelines are updated annually, others may not change for several years. Humana encourages physicians and other practitioners to look for these clinical practice guideline notifications in *Humana's YourPractice*. Medical and behavioral health clinical practice guidelines are available [here](http://www.humana.com/providers/clinical/clinical_practice.aspx) ([http://www.humana.com/providers/clinical/clinical\\_practice.aspx](http://www.humana.com/providers/clinical/clinical_practice.aspx)).

## Updated current clinical practice guidelines

- Adult immunizations (2015)
- Arterial fibrillation (2014)
- Asthma care (2015)
- Childhood immunizations (2015)

## Newly added clinical practice guidelines

- Obstetrics routine care (2012)
  - Well-woman routine care (2015)
  - Heart risk calculator (2013)
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## New and Revised Pharmacy and Medical Coverage Policies Available

Humana's medical and pharmacy coverage policies are based on evidence published in peer-reviewed medical literature, technology assessments obtained from independent medical research organizations, evidence-based consensus statements and evidence-based guidelines from nationally recognized professional health care organizations.

Information about medical and pharmacy coverage policies can be found at [Humana.com/provider](http://www.humana.com/provider) (<http://www.humana.com/provider>) by selecting "Medical and Pharmacy Coverage Policies" under "Resources." Policies can be reviewed by name or revision date. Users also may search for a particular policy using the search box. More detailed information can be found by reviewing "How to Read a Medical Coverage Policy" and "Understanding the Medical Coverage Policy Development Process" under "Helpful Links."

Below are new, revised and retired policies:

### New pharmacy coverage policies

- Briviact (brivaracetam)
- Defitelio (defibrotide sodium)
- Evomela (melphalan)
- Nuplazid (pimavanserin)
- Trintellix (vortioxetine)
- Venclexta (venetoclax)

### Revised pharmacy coverage policies

- No policies with significant revisions

### New medical coverage policies

- Tilt table testing

## Revised medical coverage policies

- Cardiac monitoring devices
- Cochlear implants, auditory brainstem implants
- Genetic testing for diagnosis and monitoring – Noncancer indications
- Reduction mammoplasty
- Speech generating devices, voice prostheses

## Retired medical coverage policies

- No retired coverage policies
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## Online Information Makes It Easier to Do Business with Humana

Humana's "Education on Demand" tool offers physicians, other practitioners and their office staff quick, easy-to-understand information on topics that should simplify doing business with Humana.

To access this tool, health care providers should choose: <https://www.humana.com/provider/support/on-demand/>. If a computer with a sound card is not available or if the computer is not configured for streaming audio, the presentations may be accessed via telephone while viewing the slides on screen. To begin the telephone playback process, health care providers should follow these steps:

- Open a presentation
- Click on the question mark in the bottom right corner
- Select "Player Settings" from the pop-up box
- Check "Use telephone playback with standard player"
- Click the "Submit" button
- A window will open displaying the telephone number and access code needed to hear the audio presentation

Available topics are as follows:

- Commercial Risk Adjustment
- HumanaAccess<sup>SM</sup> Visa Card
- Humana Member Summary
- HumanaVitality<sup>®</sup>
- Making It Easier for Health Care Providers
- Special Needs Plans (SNPs)
- Texas Deficiency Tool
- Working with Humana
- Consult<sup>TM</sup> Online



- SmartSummary® Rx

Humana's claims education page includes educational tools that help health care providers better understand Humana's claims policies and processes. To access the tool, physicians and health care providers can visit [Humana.com/MakingItEasier](http://humana.com/MakingItEasier) (<http://humana.com/healthcareproviderhowto>).

The page, which will be updated with new content each month, has brief education-on-demand computer-based presentations that include a printable tip sheet with the most important information about each topic. Current topics include:

- Medicare Preventive Services
- Professional Component and Technical Component (PC/TC)
- Humana's Maximum Unit Values
- Chronic Care Management Services
- Drug Testing and Codes
- Humana's Approach to Code Editing
- Modifier 24
- Procedure-to-Procedure Code Editing
- Modifiers 59 and X {EPSU}
- Anatomical Modifiers
- Modifier 25
- Application of Medicare NCD/LCD Guidelines

Presentations can be accessed around the clock.

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## Working with Humana Online: The Availity Web Portal

Health care providers who want to work with Humana online can register for the Availity Web Portal. This multipayer site lets health care providers use a single user ID and password to work with Humana and other participating payers.

Once registered, health care providers will be able to complete tasks such as:

- Verifying patient eligibility and benefits
- Submitting referrals and authorizations
- Checking claim status
- Using Humana-specific tools

To register for the Availity Web Portal, the health care provider should visit [Availity.com](http://Availity.com) and select "Get started."

Health care providers and staff can sign up for a training session offered by a Humana eBusiness consultant at [Humana.com/providerwebinars](http://www.Humana.com/providerwebinars) (<http://www.Humana.com/providerwebinars>).