



Electronic Claims Experience Streamlined

Physicians and other health care professionals who submit claims to Humana via electronic data interchange (EDI) now have a more streamlined claims experience, thanks to improvements Humana will be implementing at the Availity Gateway.

Incomplete or inaccurate data in a claim results in processing delays because corrections after the fact are inefficient and require more administrative activity and manual effort.

The improvements at the Availity Gateway enable electronic batch claim submitters to identify and resolve potential coding issues before a claim enters Humana's system. Find out more at <https://www.humana.com/provider/support/whats-new/>.

A 360° Approach to a Stronger Health Care System: The Health Cell Collaboration

We have recently partnered with The Health Cell, a health care leadership organization based in San Antonio, Texas, with a mission to engage the health and bioscience industry to propel the community toward health and business success. On Aug. 24, we cohosted an event, The 360° Approach to a Stronger Healthcare System, focused on bringing together health care industry leaders to rally behind a common vision of healthier patients and communities. This event featured six speakers giving "Ted Talk"-style presentations representing various perspectives on health care, including the patient, physician, payer and community.

We were thrilled to host the event in San Antonio, one of our Bold Goal communities (<http://populationhealth.humana.com>), where excitement is building around the vision to promote health and well-being. Dr. Worthe Holt, vice president in Humana's Office of the Chief Medical Officer, spoke at the event, along with local health leaders. Together they shared how everyone plays a role in population health, even unexpected parties like payers. The event was a great success, with nearly 200 local physicians and health care professionals in attendance.

Early reactions included Dr. Leah Jacobson, President of the Bexar County Medical Society, who said, "I am eager to see how Humana, along with the other physician leaders, are able to improve San Antonio's population health."

You can see highlights from the event through our video coverage.

Moving forward, we hope to build on the momentum in San Antonio and devise a call to action for continued engagement in our other Bold Goal communities. We are working closely with physicians and community partners in Broward County (<http://populationhealth.humana.com/broward-county/>) and elsewhere to address food

insecurity and understand that, by pulling together, we can more successfully address social determinants of health and improve population health.

For updates on what's happening at Humana, follow me on LinkedIn at <https://www.linkedin.com/in/roy-beveridge-md-4629995/>.

Sincerely,

Roy Beveridge, M.D.
Senior Vice President and Chief Medical Officer

Hear a Physician's Perspective on Special Needs Plan (SNP) Training

As you may know, Humana requires completion of annual special needs plan (SNP) training by primary care physicians (PCPs), specialists and other clinicians who have one or more practitioners participating in any Humana Medicare HMO network in select states or territories.* The training outlines the responsibilities clinicians have for their Humana-covered SNP patients, as required by the Centers for Medicare & Medicaid Services (CMS).

It might help to know that Humana's narrated version of the training takes approximately 22 minutes to review. And those 22 minutes are filled with valuable information, such as:

- **Notable changes for 2017** — Information about new dual-SNP states, dual-SNP contract changes, Medicaid and more
- **SNP overview** — Important requirements for physicians and other health care professionals, features of a SNP plan and CMS guidance
- **Humana SNPs** — Details on the types of SNPs offered by Humana, their availability, the enrollment process and patient identification
- **Dual-eligible SNPs** — Overview of who qualifies for dual eligibility, what benefits those individuals have and the enrollment process
- **Chronic-condition SNPs** — Summary of the enrollment process for those with chronic conditions
- **Model of care** — Critical details regarding the SNP model of care and what role physicians and other health care providers play in that model of care

To learn more about Humana's requirement to complete SNP training, visit [Humana.com/providercompliance](https://www.humana.com/providercompliance).

The 2017 SNP training presentation is available at <https://www.brainshark.com/humana/2017SNPtng>. A PDF of the training also available at <http://apps.humana.com/marketing/documents.asp?file=2048826>.

Sincerely,

Kristine Bordenave, M.D., FACP, CPMA
Corporate Medical Director

*Alabama, California, Colorado, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Maine, Mississippi, Missouri, Montana, Nebraska, Nevada, New York, North Carolina, Ohio, Pennsylvania, South Carolina, Tennessee, Texas, Virginia, Washington and Puerto Rico

Get Fast Answers Online

Online tools simplify the routine tasks physicians and other health care providers do every day, such as:

- Submitting authorizations and referrals
- Finding out if patient services are covered
- Checking the status of submitted claims and authorizations

To take advantage of the latest online tools for working with Humana, users can follow these quick and easy steps:

1. **Register for the Availity Portal at <https://www.availity.com>.** This is essential because Humana is phasing out its secure portal for physicians and health care providers. The Availity (secure) portal gives access not only to multipayer tools, but also to the latest version of Humana-specific tools, such as the fee schedule app, authorization management and more.
2. **Sign up for a webinar led by a Humana eBusiness expert at <https://www.humana.com/provider/support/provider-self-service/interactive/>.** These sessions cover how to use some of the most popular tools and close with a question-and-answer period. There is no cost to attend. Physicians, administrative staff and other health care providers can find the available webinars and sign up at [Humana.com/providerwebinars](https://www.humana.com/providerwebinars).
3. **Register new users as needed and encourage them to sign up for a webinar at <https://www.humana.com/provider/support/provider-self-service/interactive/>.** Only an organization's administrator can register new users. Administrators should also be sure to remove access for users who are no longer with their organization.

Following these steps will help ensure an organization is ready when Humana's secure provider portal is retired.

Web Shortcuts Make Navigation Easy

Physicians and other visitors can locate Humana.com's most popular resources more easily with web shortcuts. Humana created a list of these shortcuts for easy reference. Find the full list of links at <http://apps.humana.com/marketing/documents.asp?file=3178279>.

Users can type in shortened URLs for Humana's YourPractice ([Humana.com/HYP](https://www.humana.com/HYP)), education-on-demand resources ([Humana.com/eod](https://www.humana.com/eod)), claim resources ([Humana.com/claimresources](https://www.humana.com/claimresources)), publications ([Humana.com/publications](https://www.humana.com/publications)) and many more useful sites.

Flu Vaccinations Recommended for Everyone 6 Months and Older

The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months of age and older get an annual flu vaccine.

The 2017 – 2018 trivalent seasonal flu vaccine will cover the three flu strains that research suggests will be most common in the northern hemisphere:

- A/Michigan/45/2015 (H1N1)pdm09-like virus
- A/Hong Kong/4801/2014 (H3N2)-like virus
- B/Brisbane/60/2008-like virus (B/Victoria lineage)

A quadrivalent vaccine also is available that will include the B/Phuket/3073/2013-like virus (B/Yamagata lineage).

Other vaccine details for the 2017 – 2018 flu season:

- Intramuscular (IM) vaccines will be available in trivalent and quadrivalent formulations. All high-dose IM vaccines will be trivalent this season.
- A jet injector can be used for delivery of AFLURIA® for people 18 to 64 years old.
- All intradermal vaccines will be quadrivalent.

Based on data showing poor or relatively lower effectiveness of the live attenuated influenza vaccine (LAIV), the CDC's Advisory Committee on Immunization Practices (ACIP) determined that LAIV, also known as the "nasal spray" flu vaccine, should not be used during the 2017 – 2018 flu season.

More information about the flu vaccine, including coding guidelines, is available at <https://www.humana.com/provider/support/whats-new/>. Choose "Flu Vaccinations: A Simple Way to Save Lives."

Pneumonia Vaccines Protect Children and Seniors

The CDC recommends two pneumococcal vaccines for adults 65 or older: pneumococcal conjugate vaccine (PCV13) and pneumococcal polysaccharide vaccine (PPSV23).

- PCV13 also is recommended for:
 - All children younger than 5
 - Individuals 6 or older with certain long-term health problems or a weakened immune system, including those with sickle cell disease, congenital or acquired asplenia, cerebrospinal fluid leaks and cochlear implants
- PPSV23 also is recommended for:
 - People 2 through 64 with certain long-term health problems or a weakened immune system, including:

- o Chronic diseases (i.e., cardiovascular, pulmonary, diabetes, alcoholism, liver disease, etc.)
- o Cerebrospinal fluid leaks or cochlear implants
- o Functional or anatomic asplenia, including sickle cell disease and congenital or acquired asplenia
- o Immunocompromising conditions, such as HIV infection, leukemia, lymphoma, Hodgkin's disease, kidney failure or organ transplant
- o Individuals currently taking a drug or treatment that lowers the body's resistance to infection, such as long-term steroids, certain cancer drugs or radiation therapy
- o Adults 19 through 64 who smoke cigarettes or have asthma

More information about the pneumonia vaccine, including coding guidelines, is available at <https://www.humana.com/provider/support/whats-new/>. Choose “Protect Patients with Pneumonia Vaccines.”

Refer to Humana’s Medicare Webpage for Medigap Basics

Humana updated its Medicare Advantage support page at <https://www.humana.com/provider/support/publications/medicare-provider> to include Medicare Supplement Insurance (Medigap) basics. Along with a general overview of what Medicare Supplement insurance is, the document (<http://apps.humana.com/marketing/documents.asp?file=3161262>) provides physicians and other clinicians with additional information, such as:

- Eight things to know about Medicare Supplement policies
- A chart of the standard Medicare Supplement plans
- What Medicare Supplement policies do not cover
- Types of coverage that are not Medicare Supplement policies

More information about Medicare Supplement Insurance can be found on the Medicare.gov website at <https://www.medicare.gov/Pubs/pdf/02110-Medicare-Medigap.guide.pdf>.

Humana’s “Let’s Talk” Form Starts Conversations with Patients

When shared with patients at the beginning of a visit, Humana’s “Let’s Talk” form promotes physician-patient discussions about a patient’s health concerns or needs. The form may help patients initiate conversations with their physicians about health issues that they may not otherwise feel comfortable sharing, or may not realize are important health issues.

The “Let’s Talk” form includes questions about:

- Falls
- Bladder control
- Physical health
- Emotional health
- Medications

Physicians can download the “Let’s Talk” form (<http://apps.humana.com/marketing/documents.asp?file=3178292>) to use in their offices.

Making It Easier for Health Care Providers Series Expanding

Humana continues to update existing materials and add new topics to the Making It Easier library of educational materials at <https://www.humana.com/provider/support/tools/making-it-easier>. The newest topics are:

- Use of nonspecific procedure codes
- Tools and resources for health care providers

As always, look for the newest material at the top of the page, or search for topics of interest using the search function.

Also, the library is going to expand to include not just claims policy and process-related topics, but also information about quality and the documentation and reporting of services rendered. These subjects will be addressed in the same manner and will be accessible at the click of a link 24 hours a day, 7 days a week.

Visit [Humana.com/MakingItEasier](https://www.humana.com/MakingItEasier) for more information and to find the latest materials.

Use ZirMed to Begin Electronic Claims Submission

Health care practices submitting paper claims to Humana can migrate to electronic claims submissions using ZirMed®. Humana has teamed up with ZirMed to make this process easy. Even better, Humana is sponsoring health care practices that want to use ZirMed’s services so they can submit electronic claims to Humana at no cost.

Submitting claims electronically offers the following benefits:

- Getting paid faster
- Reducing the cost of claim submission
- Freeing up staff time

In addition, ZirMed's auto-adjudication tool checks claims for accuracy more quickly than a manual review.

Humana and ZirMed have other electronic tools and resources that benefit physician practices and other health care providers, including one that can help make electronic transactions compliant.

More information about ZirMed can be found at www.zirmed.com.

Questions about Humana's collaboration with ZirMed or electronic claims submission can be emailed to ebusiness@humana.com.

Note New Process to Update Humana Provider Demographic Information

When physicians and other health care professionals need to update their demographic information (e.g., correct a provider practice name or address, add physicians to a practice, update facility hours of operation, notify that the practice is accepting new patients, etc.), they are asked to refer to this list of contacts by region. Submitting these updates to the correct contact will help Humana quickly update its provider directories, which means Humana members can easily locate the correct information.

Physicians and other health care professionals can view their practice or facility information on Humana's online provider directory at Humana.com. Under "Find a doctor or pharmacy," choose "Search" to get started.

When submitting updates, health care providers are encouraged to provide their contact information in case there are questions about the correspondence. Questions may be directed to Humana/ChoiceCare Provider Relations at 1-800-626-2741, Monday through Friday, 8 a.m. to 5 p.m. Central time.

Guide Helps Physicians Refer Patients to Wellness Programs

Humana offers three programs for patients with Humana Medicare Advantage coverage who need support for challenges that go beyond the medical office, at no additional cost to them. The Humana Quick Reference Guide outlines the programs: Go365 by Humana, Health Coaching and Humana's Member Assistance Program.

The quick reference guide is available at <http://apps.humana.com/marketing/documents.asp?file=3178305>, or physicians can ask for a copy during a Humana provider engagement visit.

Billing Qualified Medicare Beneficiaries Requires Attention

As most physicians and their billing staff know, according to their Medicare provider agreement, they cannot bill Qualified Medicare Beneficiaries (QMBs) for Medicare cost-sharing, including copayments, coinsurance or Medicare

Part A or B deductibles for any Medicare-covered product or service. Individuals in the QMB program have no legal obligation to pay these fees, and any physician or other health care provider who charges such fees to these individuals faces sanctions from the Centers for Medicare & Medicaid Services (CMS).

To properly identify individuals with QMB status, physicians may use one or more of the following options:

- Physicians can contact the MA plan to learn the best way to identify its QMB members.
- Effective Oct. 3, 2017, Original Medicare providers and suppliers can identify the QMB status of a patient from the Medicare provider remittance advice (RA), which will contain new notifications and information about a patient's QMB status. Refer to Qualified Medicare Beneficiary Indicator in the Medicare Fee-For-Service Claims Processing System at <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9911.pdf> for more information about these improvements.
- Starting Nov. 4, physicians, suppliers and their authorized billing agents can use Medicare eligibility data provided by the CMS HIPAA Eligibility Transaction System (HETS) to determine if the patient has QMB status. For more information on HETS, see <https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/HETSHelp/index.html>
- Physicians and suppliers may also verify a patient's QMB status using states' online Medicaid eligibility systems, state-issued Medicaid identification cards and other documents that prove the patient is enrolled in the QMB program.

A recently updated CMS MLN Matters addressed this topic in detail. More information can be found at <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/se1128.pdf>.

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 adherence to quality measures. While many guidelines are updated annually, others may not change for several years. Humana encourages health care professionals to look for these clinical practice guideline notifications in Humana's YourPractice. Medical and behavioral health clinical practice guidelines are available [here](https://www.humana.com/provider/support/clinical/clinical-practice) (<https://www.humana.com/provider/support/clinical/clinical-practice>).

Updated current clinical practice guidelines

- No available updates
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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](https://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."

Recent changes to medical and pharmacy coverage policies are listed below:

New pharmacy coverage policies

- Benlysta (belimumab)
- Epoprostenol (generic Flolan)
- Flolan (epoprostenol)
- Mekinist (trametinib)
- Remodulin (treprostinil)
- Sevelamer carbonate (generic Renvela)
- Spinraza (nusinersen)
- Synribo (omacetaxine mepesuccinate)
- Tafinlar (dabrafenib)
- Topical psoriasis agents
- Transition fill diagnosis check
- Veletri (epoprostenol)
- Xtandi (enzalutamide)

Pharmacy coverage policies with significant revisions

- Haegarda (C1 esterase inhibitor)
- Mesalamine delayed-release tablet (generic Lialda)
- Rituxan Hycela (rituximab/hyaluronidase)
- Remicade biosimilars
- Tremfya (guselkumab)

New medical coverage policies

- Molecular diagnostic testing for vaginitis and sexually transmitted infections
- Recurrent pregnancy loss

Medical coverage policies with significant revisions

- Achalasia and gastroesophageal reflux disease (GERD) treatments

- Breast reconstruction
 - Chiropractic care
 - Cochlear implants, auditory brainstem implants
 - Comparative genomic hybridization/chromosomal microarray analysis
 - Fecal microbiota transplantation (FMT)
 - Fusion imaging
 - Gastric pacing
 - Gastrointestinal (GI) motility monitoring
 - Genetic testing for hereditary hemochromatosis
 - Genetic testing for muscular dystrophy and spinal muscular atrophy
 - Implantable infusion pumps for pain or spasticity
 - Infertility evaluation and treatments
 - Intra-operative neurological monitoring
 - Lymphedema – diagnosis and treatment
 - Mobility assistive devices (wheelchairs)
 - Noninvasive prenatal screening
 - Osteochondral defects surgery
 - Pharmacogenomics and companion diagnostics
 - Platelet-derived growth factors for wound healing
 - Pneumatic compression pumps
 - Rheumatoid arthritis: biologic markers and pharmacologic assessment
 - Rhinoplasty/septoplasty
 - Stereotactic radiosurgery (SRS) and stereotactic body radiation therapy (SBRT)
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Online information Makes It Easier to Do Business with Humana

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

This tool can be accessed at <https://www.humana.com/provider/support/on-demand/>.

Available topics are as follows:

- Clinical Quality and Outcomes
- Commercial Risk Adjustment
- Commercial Risk Adjustment Model
- Consult Online (no audio available)

- Go365™
- HumanaAccess Visa Card
- Humana Member Summary
- Humana Overview
- Making It Easier for Health Care Providers
- Special Needs Plans (SNPs)

Humana's Making It Easier page includes presentations that can help health care professionals better understand Humana's claims policies and processes. The presentations can be accessed at [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>).

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:

- Use of nonspecific procedure codes
- Tools and resources for health care providers
- Home Health Billing
- Chronic Care Management Services
- Primary Diagnosis Codes – Common Errors
- Modifier 25
- Multiple Evaluation and Management (E/M) Services
- Anatomical Modifiers
- Application of Medicare NCD/LCD Guidelines
- Medicare Preventive Services
- Professional Component and Technical Component (PC/TC)
- Humana's Maximum Unit Values
- Drug Testing and Codes
- Humana's Approach to Code Editing
- Modifier 24
- Procedure-to-Procedure Code Editing
- Modifiers 59 and X {EPSU}

Training Available for Secure Online Tools

Humana is phasing out its secure online medical provider portal and offering monthly training sessions for health care professionals and their administrative staff on how to use the Availity provider engagement portal instead.

Attendees will learn:

- How to register their organizations for the Availity portal and set up other users.
- How to use multipayer tools for common tasks, such as verifying eligibility and benefits, requesting authorizations and checking claim status.
- How to use Humana-specific tools on the Availity portal.

The overview sessions are led by a Humana eBusiness consultant and include time for questions. There is no cost to attend. Users can sign up at **Humana.com/providerwebinars** (<https://www.humana.com/provider/medical-providers/education/provider-self-service/interactive/>).