



Referring Patients to Humana At Home Promotes Independence

Humana At Home care management helps Humana-covered patients remain independent at home. Humana provides a personal care manager to patients who qualify and are at risk of frequent hospitalization.

Humana At Home care managers can:

- Answer questions about health conditions and medication that come up between physician visits.
- Help sort through medical bills and paperwork.
- Coordinate medication and care among physicians and other healthcare providers.
- Help locate transportation, meal, financial and social services.

Patients who might benefit from Humana At Home services include those who:

- Are frequently hospitalized.
- Have limited family support.
- Have chronic conditions such as, congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD) or diabetes.

To refer a Humana-covered patient to Humana At Home, physicians can complete the Humana At Home referral request form and submit it in one of the following ways:

1. Fill out the form, scan it and save it using the patient's Humana ID number as the file name. Send the file via secure email to HAH_ProviderReferrals@humana.com.
2. Fax the completed form, with a cover sheet, to 1-877-770-0651.

If the referred patient meets the criteria, one of Humana At Home's referral specialists will attempt to contact him or her for enrollment in the service. Once the patient agrees to participate, the patient will be placed with a care manager to help oversee his or her healthcare needs.

Humana At Home's Triage associate will notify the referring physician of the decision within three business days of receiving the referral request. Referring physicians need to include an email address and/or telephone number (with extension) on the referral form so the Humana At Home Triage associate can contact them.

Physicians who have questions can email Humana At Home Triage directly at HAH_triage@humana.com.

Key Quality Measures Identified and Simplified

I just returned from a forum in Chicago where we brought together about 100 physicians in value-based relationships to talk about their challenges and success in this new model of care. Not surprisingly, the topic of quality and its measurement surfaced.

One of the things I'm quite proud that we, at Humana, have accomplished is the simplification of our clinical quality measures to a more manageable number that actually impact patient health. You can find our work detailed in this paper published in the American Journal of Medical Quality: A Health Plans Journey to Identifying Meaningful Measures (<http://journals.sagepub.com/eprint/rREND4ntnyAjV54eZBQv/full>).

Today, we're working with physicians and clinicians on 208 key quality measures, instead of 1,100. These resulting measures are grounded in evidence, supported by credible organizations, impactful to health outcomes and aligned with established governing principles.

For you, this 80 percent reduction means it is now easier to track the quality, complex care you deliver every day. It means you receive consistent, patient-centric data from us about readmissions rates, screening requirements (e.g., colonoscopies) and chronic disease management. It reduces confusion and complexity and better aligns the clinical quality reporting of your Humana patients with national, industry standards.

At the American Academy of Family Physicians (AAFP) conference this October, we'll have physicians there talking about this topic and others you may find interesting. I hope you'll stop by our booth if you're there in New Orleans and say hello. You also can reach out to me at any time in our Office of the Chief Medical Officer: ocmo@humana.com.

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

We Must Work Together to Fight Fraud, Waste and Abuse

At Humana, we appreciate all that our contracted physicians and healthcare providers do to maintain the highest ethical standards in their business interactions. By doing so, you help Humana maintain high ethical standards.

The values and ethical principles we share help us deliver a patient experience we can be proud of. That experience stems from all of us – physicians, office staff, other healthcare practitioners and contracted parties – when we work together to live our values, take ownership of our actions and follow the state and federal legal requirements that govern our industry.

To help keep you informed about these principles, Humana offers our Ethics Every Day for Contracted Health Care Providers and Business Partners. It provides necessary guidance to you and those who support you in meeting obligations to Humana. It also helps familiarize you with related Humana policies and resources, and offers tips about how to follow the rules and regulations.

A fundamental part of our ethics program is our Ethics Help Line (1-877-5-THE-KEY or www.ethicshelpline.com). Reporting suspected instances of fraud, waste, abuse or other ethics violations is required of all who support Humana and keeps the person reporting safe from retaliation, which Humana prohibits. Be sure you and all who

support your contract with Humana use this resource to share concerns. If preferred, the reporter can remain completely anonymous.

Thank you for your hard work to maintain high ethical standards. When we do the right thing in the right way for the right reasons, we thrive together.

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

Use Web Tools to Request Preauthorizations for Radiology Services

Preauthorization requests for a Humana-insured patient's diagnostic imaging (e.g., CT scan, MRA, MRI, nuclear stress test, PET scan and SPECT scan) are reviewed via Consult Online™ by HealthHelp®, a nationally recognized benefit management organization.

Advantages of using Consult Online

- No time spent waiting on the telephone
- Access to the patient's data quickly and accurately
- Ability to review the patient's past procedures
- Drop-down menus to lead the user through the process
- Ability to upload clinical data when requested
- 24-hour-a-day availability
- Ability to check the status of requests at any time

Using Consult Online is easy. To learn how to request, schedule and follow up on imaging services and treatment plans for Humana-insured patients with Consult Online, physicians and other healthcare providers can review this tutorial (<http://apps.humana.com/marketing/documents.asp?file=2066922>).

For more information, please email Consult Online program support at RCSupport@HealthHelp.com or call 1-800-546-7092, 8 a.m. to 6 p.m. Central time, Monday through Friday. Physicians and healthcare providers also can contact program support for assistance with online authorizations, registration or to register for a webinar.

Reminder: Prepare Now for Portal Closure

On Oct. 3, 2018, Humana is retiring its secure medical provider portal. To continue or begin working with Humana online, **prepare now by registering for the Availity Provider Portal and participating in training** (<https://www.humana.com/provider/support/provider-self-service/interactive/>) **at no cost.**

For registration tips and assistance, physicians and other healthcare professionals can refer to this quick reference guide at https://apps.availity.com/availability/Demos/QRG_Electronic_Registration.pdf.

Many organizations working with Humana online already have an Availity account and an internal Availity administrator who can set up new users. Healthcare professionals who have not registered or do not know if an account exists can complete Availity's online registration form at <https://apps.availity.com/availability/web/public.registration>.

- **If the organization's tax identification number is already registered**, Availity displays a contact number and customer ID on the results screen.
- **Organizations that do not have an Availity account** can designate an Availity administrator to register for a new account at Availity.com. This should be someone with the legal authority to sign agreements for the organization (typically an owner or senior partner), or that person's designee. The administrator then can add users for the organization and maintain its access permissions.

Important: Humana will continue to offer healthcare professionals a wide variety of resources that are available without a user ID and password on [Humana.com/provider](https://www.humana.com/provider).

Additional information

- To learn more, visit [Humana.com/providerselfservice](https://www.humana.com/providerselfservice).
- For training on making the switch from Humana's secure portal to Availity, sign up at [Humana.com/providerwebinars](https://www.humana.com/providerwebinars).

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 healthcare 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

- Erleada (apalutmiade)
- Noctiva (desmopressin)
- Proton pump inhibitors
- Rhopressa (netarsudil)
- Soliqua
- Trintellix (vortioxetine)
- Trogarzo (ibalizumab-uiyk)
- Xultophy

Pharmacy coverage policies with significant revisions

- No revised policies

New medical coverage policies

- Janus Kinase 2 (JAK2) V617F, Exon 12 – 15, Calreticulin (CALR) and MPL mutation analysis

Medical coverage policies with significant revisions

- Achalasia and gastroesophageal reflux disease (GERD) treatments
- Breast reconstruction
- Genetic testing for diagnosis and monitoring – noncancer indications
- Infertility evaluation and treatments
- Rhinoplasty/Septoplasty
- Sleep studies, adult
- Spinal cord stimulators
- Stereotactic radiosurgery (SRS) and stereotactic body radiation therapy (SBRT)

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™
- HumanaAccessSM 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 healthcare 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:

- Modifiers 96 and 97
- 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 healthcare 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/)** (<https://www.humana.com/provider/medical-providers/education/provider-self-service/interactive/>).