

## Healthcare Provider Resource Guide – Statewide (Regions 1 through 11)

### Humana Healthy Horizons™ in Florida provider web page

Your Humana Healthy Horizons in Florida provider website has a variety of materials and resources to help your Humana Healthy Horizons-covered patients achieve their health and wellness goals. Content includes:

- Provider manual
- Managed Medical Assistance (MMA) Physician Incentive (MPIP)
- Telemedicine information
- Frequent Medicaid provider updates
- Medicaid training and other important materials

We encourage you to visit the website frequently at [Humana.com/HealthyFL](https://www.humana.com/HealthyFL) for updates.

### Humana Making It Easier

Humana's Making It Easier series is a collection of narrated video presentations about Humana's claims payment policies and processes. These brief presentations address a variety of topics and include downloadable tip sheets and guides. Visit [Humana.com/MakingItEasier](https://www.humana.com/MakingItEasier) today. If you prefer, access Making It Easier through Availity Essentials in the Humana Payer Space under the Resources tab.

### Healthcare providers who want to work with Humana online can register at no cost through Availity Essentials.

This secure multipayer portal allows you to interact with Humana and other participating payers without learning to use multiple systems or remembering separate payer user IDs or passwords. Many Humana-specific tools are accessible via Availity Essentials

To find out more, call 800-282-4548 or visit [Availity.com](https://www.availity.com). Availity Essentials allows you to:

- Check eligibility and benefits
- Submit referrals and authorizations
- Check claims status
- Review potential code edits
- View remittance advice
- Submit claims electronically
- Respond to records requests (medical records management)

Get paid faster and have your Humana claims payments deposited automatically with electronic funds transfer (EFT) and electronic remittance advice (ERA). Visit [Humana.com/EpayoutInfo](https://www.humana.com/EpayoutInfo) for more information on EFT and ERA.

For training on these self-service tools, visit [Humana.com/ProviderSelfService](https://www.humana.com/ProviderSelfService) and look under "Training opportunities."

## Claims and payments

Please visit our claims and payment resources at [Humana.com/provider/medical-resources/claims-payments](https://www.humana.com/provider/medical-resources/claims-payments) to obtain specific information regarding:

- Claims and encounter submission
- Claims payment inquiries
- Claims payment integrity and disputes
- Claims edit
- Preauthorizations and referrals

## Medicaid preauthorization list

Humana Healthy Horizons uses preauthorization for certain services to facilitate care coordination and maximize patient benefits. The Florida Medicaid Preauthorization and Notification List does not affect preauthorizations or notifications for Medicare or commercial lines of businesses. To determine if preauthorization is required for a patient with Humana Healthy Horizons in Florida coverage, check the Florida Medicaid Preauthorization and Notification List at [Humana.com/PAL](https://www.humana.com/PAL).

## Frequent contact information

IMPORTANT NUMBERS	PHONE NUMBER	HOURS OF OPERATION
Member and provider services	800-477-6931	Monday through Friday, 8 a.m. to 8 p.m.
TTY for the hearing impaired	711	
Case management referral: Humana Health Services (includes obstetrics)	800-322-2758	Monday through Friday, 8 a.m. to 6 p.m.
Medical prior authorizations (precertification unit)	800-523-0023	Monday through Friday, 8 a.m. to 6 p.m.
Pharmacy	800-555-2546	Monday through Friday, 8 a.m. to 6 p.m.
Claims	800-477-6931	Monday through Friday, 8 a.m. to 6 p.m.
Availity	800-282-4548	
<b>AGENCY FOR HEALTH CARE ADMINISTRATION FIELD OFFICES:</b>		
Regions 1 and 2	850-412-4540	
Region 3	386-462-6201	
Region 4	904-798-4201	
Regions 5 and 6	727-552-2000	
Region 7	407-420-2502	
Region 8	239-335-1315	
Regions 9 and 10	561-381-5840	
Region 11	305-593-3100	

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Florida Agency for Health Care Administration	850-412-4000	
<b>FRAUD, WASTE AND ABUSE REPORTING</b>		
Humana	800-614-4126	
Agency for Health Care Administration (AHCA)	888-419-3456	
Florida Attorney General	866-966-7226	
<b>IMPORTANT FAX NUMBERS – PHARMACY</b>	<b>FAX NUMBER</b>	<b>PHONE NUMBER</b>
<b>Medication prior authorizations</b> (step therapy, quantity limits and medication exceptions for medication supplied by a pharmacy and billed through the pharmacy) forms available at <a href="http://Humana.com/PA">Humana.com/PA</a> .	877-486-2621	800-555-2546

## Important addresses

HUMANA DEPARTMENT	ADDRESS
<b>Provider correspondence</b>	Humana, Attn: Provider Correspondence P.O. Box 14601 Lexington, KY 40521-4601
<b>Provider complaints</b>	Humana, Attn: Provider Complaints P.O. Box 14601 Lexington, KY 40521-4601
<b>Member grievances and appeals</b>	Humana Health Plans P.O. Box 14546 Lexington, KY 40512-4546
<b>Claims</b>	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
<b>Quality improvement program</b>	Humana Quality Management Department 321 W. Main St., WFP 20 Louisville, KY 40202
<b>Provider demographic changes</b>	Contact Humana Provider Customer Service or your local provider relations representative

## Clearinghouse information – EDI

The following are some of the many clearing houses offering services to healthcare providers. Availability is Humana's preferred clearinghouse and there are no service fees when submitting Humana electronic claims. Some clearinghouses and vendors charge a service fee. Contact the clearing house for more information.

CLEARINGHOUSE VENDOR NAME	WEBSITE	PHONE NUMBER
<b>Availity</b>	<a href="http://www.availity.com">www.availity.com</a>	800-282-4548
<b>Change Healthcare</b>	<a href="http://www.changehealthcare.com">www.changehealthcare.com</a>	800-792-5256
<b>TriZetto®</b>	<a href="http://www.Trizetto.com">www.Trizetto.com</a>	800-969-3666
<b>SSI Group</b>	<a href="http://www.thessigroup.com">www.thessigroup.com</a>	800-820-4774
HUMANA PAYER ID NUMBERS		
Fee-for-service claims	61101	
Encounter claims	61102	

## Other network information

REQUIRED NETWORKS/VENDOR NAME	APPLICABLE REGIONS	PHONE NUMBER
<b>ACUPUNCTURE (ADULTS ONLY)</b>		
Tivity	All regions	866-430-8647
<b>BEHAVIORAL HEALTH</b>		
Access Behavioral Health (ABH)	Regions 1 and 2	866-477-6725
Beacon Health Options	<ul style="list-style-type: none"> <li>Covered behavioral health services - regions 3 through 11</li> <li>Healthy Behaviors – all regions</li> </ul>	844-265-7590
<b>CHIROPRACTIC</b>		
Florida Chiropractic Institute	Regions 1 through 8	727-544-7878
Doctors Professional Services Consultants (DPSC)	Region 9 (Indian River, Martin, Okeechobee and St. Lucie counties only)	386-615-0801
Tivity	Regions 9 (Palm Beach county only), 10 and 11	866-430-8647
<b>DURABLE MEDICAL EQUIPMENT (DME)/HOME HEALTH AND IV HOME INFUSION</b>		
One Homecare	Regions 9, 10 and 11	855-441-6900
<b>HEARING SERVICES</b>		
HearUSA	All regions	855-270-1585
<b>LAB SERVICES</b>		
Labcorp (Labcorp.com)	All regions	800-845-6167
Quest Diagnostics (Questdiagnostics.com)	All regions	888-277-8772
<b>MASSAGE THERAPY – ADULT (REFERRAL REQUIRED)</b>		
Tivity	All regions	866-430-8647
<b>NON-EMERGENCY TRANSPORTATION</b>		
ModivCare	All regions	866-779-0565
<b>NUTRITIONAL COUNSELING</b>		
Independent Living Systems	All regions	844-212-7523

<b>ONCOLOGY DRUG REVIEW (CONSULTATIVE SERVICES ONLY)</b>		
Oncology Analytics	Regions 9, 10 and 11	888-916-2616
<b>ROUTINE VISION SERVICES</b>		
iCare Health Solutions	All regions	855-373-7627
<b>MEDICAL/SURGICAL EYE CARE</b>		
Premier Eye Care	Regions 1 through 8	800-738-1889
<b>PHARMACY</b>		
Over the counter (OTC) – CenterWell Pharmacy™	All regions	800-526-1490
Pharmacy services limited to in-network providers	All regions	Pharmacy locator for network pharmacies: <a href="https://www.humana.com/finder/pharmacy/">https://www.humana.com/finder/pharmacy/</a> Note: Please look for the “Specialty Pharmacy” icon in the icon legend to ensure the pharmacy provides this service. 
<b>PODIATRY SERVICES</b>		
Coordinated Medical Services	Regions 9, 10 and 11	877-253-8734
<b>POST-DISCHARGE MEALS</b>		
Independent Living Systems	All regions	866-966-3257
<b>THERAPY SERVICES (OCCUPATIONAL/PHYSICAL/SPEECH) (MEMBERS AGE 20 AND YOUNGER ONLY)</b>		
Health Network One (HN1)	Regions 6 (Pediatric members birth to 20 only), Regions 9,10 and 11 (pediatric and adult members, ages birth to 99)	800-595-9631

## Compliance training

Humana supports physicians and other healthcare providers provide care to Medicaid patients by requiring compliance training to help them meet state and federal requirements. The training includes modules on:

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

More information is available at [Humana.com/HealthyFL](https://www.humana.com/HealthyFL) by choosing the “Managed Medical Assistance (MMA) Provider Training Materials” tab, or at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance).

## Florida Medicaid provider enrollment requirements and resources

To review the enrollment requirements and how to maintain Florida Medicaid provider, physician and other healthcare professional enrollment, please refer to [Florida Medicaid Provider Enrollment Policy 59G-1.060](#).

- 1) This rule applies to all individuals, groups and entities that are seeking to enroll, renew or maintain enrollment as an authorized provider for the Florida Medicaid program.
- 2) All providers must be in compliance with the Florida Medicaid [Provider Enrollment Policy](#) provisions. Visit this link to see the rule history, along with recent notices and rule reference material.

Entities that bill Humana for Medicaid-compensable services provided to recipients by all Medicaid provider types must be active and enrolled as a Medicaid provider, or possess “limited enrollment status.” To meet Agency for Health Care Administration (AHCA) requirements, Humana pays only those claims and/or encounters submitted by physicians and healthcare providers with valid Medicaid enrollment. Physicians and other healthcare professionals can verify their enrollment via the Provider Master List (PML) on the AHCA website at [http://portal.flmmis.com/FLPublic/Provider\\_ManagedCare/Provider\\_ManagedCare\\_Registration/tabId/77/Default.aspx?linkid=pml](http://portal.flmmis.com/FLPublic/Provider_ManagedCare/Provider_ManagedCare_Registration/tabId/77/Default.aspx?linkid=pml).

For further information, please visit the [AHCA provider enrollment page](#).

## Member card samples

### Humana | Healthy Horizons™ in Florida

A Medicaid product of Humana Medical Plan, Inc.

#### 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: XXXXXXXXX  
PCP Phone: (XXX) XXX-XXXX  
Primary Care Address: XXXXXXXXXXXX

Member/Provider Service: 1-800-477-6931  
Member Behavioral Health Inquiries: 1-888-778-4651  
Pharmacist Rx Inquiries: 1-800-865-8715  
Provider Prior Authorization: 1-800-523-0023

Please visit us at [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)

**For online provider services, go to Availity.com**

Please mail all claims to:

**Humana Medical  
P.O. Box 14601  
Lexington, KY 40512-4601**

### Humana | Healthy Horizons™ in Florida

Un producto de Medicaid de Humana Medical Plan, Inc.

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

Servicio para afiliados/proveedores: 1-800-477-6931  
Preguntas del afiliado sobre salud de la conducta: 1-888-778-4651  
Consultas sobre recetas de fármacos: 1-800-865-8715  
Autorización previa de proveedores: 1-800-523-0023

Visite [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)

**Acuda a Availity.com para servicios de proveedores en línea**

Por favor, envíe todas las reclamaciones por correo a:

**Humana Medical  
P.O. Box 14601  
Lexington, KY 40512-4601**

### Humana | Healthy Horizons™ in Florida

A Medicaid product of Humana Medical Plan, Inc.

#### Long-Term Care Plan

##### MEMBER NAME

**Member ID: HXXXXXXXXX**

Medicaid ID: XXXXXXXXX  
Group #: XXXXXXXX

Member Long-Term Care Inquiries: 1-888-998-7732  
Provider Long-Term Care Inquiries: 1-888-998-7735

Please visit us at [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)

**For online provider services, go to Availity.com**

For Participating and Non-Participating Providers Send Claims to:

**Humana Long-Term Care  
P.O. Box 14732  
Lexington, KY 40512-4732**

### Humana | Healthy Horizons™ in Florida

Un producto de Medicaid de Humana Medical Plan, Inc.

#### Long-Term Care Plan

##### MEMBER NAME

**Id. del afiliado: HXXXXXXXXX**

Id. de Medicaid: XXXXXXXX  
N.º de grupo: XXXXXXXX

Preguntas del afiliado sobre cuidado a largo plazo: 1-888-998-7732  
Preguntas del proveedor sobre cuidado a largo plazo: 1-888-998-7735

Visite [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)

**Acuda a Availity.com para servicios de proveedores en línea**

Los Proveedores participantes y no participantes enviar las reclamaciones a:

**Humana Long Term Care  
P.O. Box 14732  
Lexington, KY 40512-4732**



## Humana | Healthy Horizons™ in Florida

A Medicaid product of Humana Medical Plan, Inc.

### Comprehensive 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: XXXXXXXXX  
PCP Phone: (XXX) XXX-XXXX  
Primary Care Address: XXXXXXXXXXXXX

Member/Provider Service: 1-888-998-7732  
Member Behavioral Health Inquiries: 1-888-778-4651  
Pharmacist Rx Inquiries: 1-800-865-8715  
Provider Prior Authorization: 1-800-523-0023  
Provider Long-Term Care Inquiries: 1-888-998-7735

Please visit us at [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)

For online provider services, go to [Availity.com](http://Availity.com)

Please mail all claims to:

<b>Managed Medical Assistance</b>	<b>Long-Term Care</b>
<b>Humana Medical</b>	<b>Humana Long Term Care</b>
<b>P.O. Box 14601</b>	<b>P.O. Box 14732</b>
<b>Lexington, KY 40512-4601</b>	<b>Lexington, KY 40512-4732</b>

## Humana | Healthy Horizons™ in Florida

Un producto de Medicaid de Humana Medical Plan, Inc.

### Comprehensive 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: XXXXXXXXX  
No. de teléfono del PCP: (XXX) XXX-XXXX  
Dirección de atención primaria: XXXXXXXXXXXXX

Servicio para afiliados/proveedores: 1-888-998-7732  
Preguntas del afiliado sobre salud de la conducta: 1-888-778-4651  
Consultas sobre recetas de farmacéuticos: 1-800-865-8715  
Autorización previa de proveedores: 1-800-523-0023  
Preguntas del proveedor sobre cuidado a largo plazo: 1-888-998-7735

Visite [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)

Acuda a [Availity.com](http://Availity.com) para servicios de proveedores en línea

Por favor, envíe todas las reclamaciones por correo a:

<b>Managed Medical Assistance</b>	<b>Long Term Care</b>
<b>Humana Medical</b>	<b>Humana Long Term Care</b>
<b>P.O. Box 14601</b>	<b>P.O. Box 14732</b>
<b>Lexington, KY 40512-4601</b>	<b>Lexington, KY 40512-4732</b>

Note: These sample IDs comply with state guidelines and are subject to change without notice.

## Humana Healthy Horizons in Florida expanded benefits

Expanded benefit description	Medical plan	Age limit	Service limit
Acupuncture services	MMA	21 and older	Unlimited visits for pain management
Assisted living facility bed hold	LTC	18 and older	30 days
Assisted living facility move-in basket	LTC	21 and older	<p>Get up to \$50 worth of items once per lifetime</p> <p>A move-in basket is available to members 21 and older who:</p> <ul style="list-style-type: none"> <li>• Live in an assisted living facility</li> <li>• Transition/move into an assisted living facility</li> </ul> <p>Members can pick between two baskets:</p> <ul style="list-style-type: none"> <li>• Basket 1: An insulated tumbler, rainbow medication tray, and plush Sherpa home throw blanket inside a clear casual tote bag</li> <li>• Basket 2: A bottle holder, green carabineer, copper vacuum insulated bottle, Arctic Zone thermal copper mug and a domino set inside a black tote bag</li> </ul> <p>To pick your basket, talk to your care manager</p>
Behavioral health			
Assessment services	MMA	21 and older	Unlimited
Computerized cognitive behavioral therapy	MMA	21 and older	Unlimited
Day services/day treatment	MMA	21 and older	Unlimited
Group therapy	MMA	21 and older	Unlimited
Home visits by a clinical social worker	MMA	21 and older	Unlimited
Individual therapy sessions to caregivers	LTC	18 and older	Unlimited
Individual/family therapy	MMA	21 and older	Unlimited
Intensive outpatient treatment	MMA	21 and older	Unlimited
Medical services: <ul style="list-style-type: none"> <li>• Drug screening</li> <li>• Medication management</li> <li>• Verbal interaction</li> </ul>	MMA	21 and older	Unlimited
Medication assisted treatment	MMA	21 and older	Unlimited
Psychosocial rehabilitation	MMA	21 and older	Unlimited
Screening services	MMA	21 and older	Unlimited
Substance-abuse treatment or detox services	MMA	21 and older	Unlimited
Targeted case management	MMA	21 and older	Unlimited
Therapeutic behavioral on-site services	MMA	21 and older	Unlimited

Cellular phone services	All	All	<p>Member younger than 18 will need a parent/guardian to sign up</p> <ul style="list-style-type: none"> <li>One cellphone per household</li> <li>One charger</li> <li>One set of instructions</li> <li>350 voice minutes per month</li> <li>4.5 GB data per month</li> <li>Unlimited text messages per month</li> <li>Training for members and caregivers during the initial case manager orientation visit</li> </ul> <p>Please note:</p> <ul style="list-style-type: none"> <li>Free calls to Humana Member Services for health plan assistance and 911 for emergencies (even if member runs out of free talk time) Members must make at least one phone call or send one text message every month to keep the benefit</li> <li>Additional cell phone benefits may be given to members who are under case or disease management upon plan approval</li> <li>Benefits are subject to change by the FCC under the Lifeline program</li> </ul>
Chiropractic services	MMA	21 and older	Unlimited visits for pain management
Durable medical equipment:	MMA	21 and older	<ul style="list-style-type: none"> <li>CPAP machines and oxygen, unlimited</li> <li>Glucose pods, unlimited</li> <li>Glucose monitoring supplies, unlimited</li> <li>Members under care management for congestive heart failure can get 1 weight scale every three years</li> <li>Members under care management for hypertension can get 1 digital blood pressure cuff every three years</li> </ul> <p>May need prior authorization or care manager approval</p>
Doula services	MMA	21 and older	Prenatal visits, birth coaching assistance during vaginal delivery and postpartum visits
Financial literacy	MMA	21 and older	<ul style="list-style-type: none"> <li>Up to 6 life coaching sessions for money management/budgeting</li> <li>Access to financial vendor for personal financial coaching, investment education, credit counseling, tax consultation and a 25% discount on tax preparation,</li> </ul>
Go365 Wellness for Pediatrics	MMA	0-18	Access to the pediatric wellness program through Go365
Hearing services	All	21 and older	<ul style="list-style-type: none"> <li>One hearing aid assessment, fitting, check and evaluation every two years</li> <li>One in-ear monaural hearing aid per ear annually</li> <li>One hearing aid, all other types, per ear every two years</li> </ul>
Housing assistance	MMA	21 and older	\$500 allowance, per lifetime
Massage therapy	MMA	21 and older	<ul style="list-style-type: none"> <li>Unlimited visits for pain management</li> <li>Referred required but it does not have to be from a primary care provider</li> </ul>

Meals—day trip meal reimbursement/allowance	All	21 and older	\$200 per day, up to \$1,000 per year for trips greater than 100 miles
Meals—disaster preparedness/relief	All	21 and older	One box of 10 shelf-stable meals annually prior to a hurricane or other disaster twice annually
Meals—home delivered	MMA	21 and older	10 meals per year, as authorized
Meals—post discharge	MMA	All	<ul style="list-style-type: none"> <li>10 meals delivered to members home after hospital discharge</li> <li>Care manager approval required</li> </ul>
Newborn circumcisions	MMA	All	One per lifetime for males
Nursing facility-to-community setting transition assistance	LTC	18 and older	<p>\$5,000 per lifetime to help a member move, for members who are:</p> <ul style="list-style-type: none"> <li>Moving out of a nursing facility into their own home, and</li> <li>Paying their own living costs</li> </ul>
Nutritional counseling	MMA	21 and older	<ul style="list-style-type: none"> <li>Unlimited necessary nutritional counseling with providers</li> <li>May need prior authorization or primary care provider referral</li> </ul>
Occupational therapy	MMA	21 and older	<ul style="list-style-type: none"> <li>One evaluation/re-evaluation per year</li> <li>Up to seven therapy treatments units per week</li> <li>No prior authorization needed for initial assessment</li> <li>Prior authorization required for ongoing treatment</li> </ul>
Outpatient hospital services	All	21 and older	The \$1,500 fiscal year dollar limit for non-emergency outpatient services is waived
Pharmacy Over the counter (OTC) allowance	All	All	\$25 per household per month to spend on an approved list of products. Amounts not used do not roll over.
Physical therapy	All	21 and older	<ul style="list-style-type: none"> <li>One evaluation/re-evaluation per year</li> <li>Up to seven therapy treatments units per week</li> <li>No prior authorization needed for initial assessment</li> <li>Prior authorization required for ongoing treatment</li> </ul>
Prenatal/perinatal services	MMA	10 to 59	<ul style="list-style-type: none"> <li>One hospital-grade breast pump per year, rental only</li> <li>One regular breast pump per two years, rental only</li> <li>Prenatal visits, 14 visits for low-risk pregnancies, 18 visits for high-risk pregnancies</li> <li>Postpartum care, three visits within 90 days following delivery</li> </ul>
Prevention kit – flu/pandemic	All	18 and older	<p>A flu/pandemic prevention kit that includes:</p> <ul style="list-style-type: none"> <li>10 3-ply face masks</li> <li>Hand sanitizer</li> <li>Oral digital thermometer</li> </ul> <p>Available to first 1,000 Humana Healthy Horizons in Florida members (18 and older) who get a flu vaccine</p> <p>We will send kits to qualifying members</p>
Primary care visits	MMA	21 and older	Unlimited for non-pregnant members
Respiratory therapy services			<ul style="list-style-type: none"> <li>One evaluation/re-evaluation per year</li> <li>One therapy treatment per day</li> <li>No prior authorization needed for initial assessment</li> </ul>

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			<ul style="list-style-type: none"> <li>• Prior authorization required for ongoing treatment</li> </ul>
Speech therapy services			<ul style="list-style-type: none"> <li>• One evaluation/re-evaluation per year</li> <li>• One evaluation of oral and pharyngeal swallowing function per year</li> <li>• Up to seven therapy treatments per week</li> <li>• One augmentative and alternative communication (AAC) initial evaluation and re-evaluation per year</li> <li>• Up to four 30-minute AAC fitting, adjustment, and training sessions per year</li> <li>• No prior authorization needed for initial assessment</li> <li>• Prior authorization required for ongoing treatment</li> </ul>
Swimming lessons (drowning prevention)	MMA	Birth to 21	\$200 per year for up to 1,000 members
Transportation - caregiver	LTC	18 and older	<p>For members who are 18 and older living in an assisted living facility, their eligible caregivers can get four one-way trips per month to visit the member in the facility</p> <p>To set up transportation, call member's Care Manager</p>
Transportation —non-emergency	LTC	21 and older	Three round trips per month
Tutoring	MMA	Grades K-12	Members in grades K-12 can access online tutoring services for 2 hours per week
Vaccine—flu	All	21 and older	Unlimited
Vaccine—pneumonia	All	21 and older	Unlimited
Vaccine—shingles	All	21 and older	One per year
Vaccine—Tdap	MMA	21 and older	One per pregnancy
Vision services	All	21 and older	<p>One eye exam per year and one of the following:</p> <ul style="list-style-type: none"> <li>• One pair of frames a year</li> <li>• Member pays any cost that exceeds \$75 for luxury frames</li> <li>• A six-month supply of contact lenses with a doctor's prescription</li> </ul>
Waived copayments	All	21 and older	No copays on any services