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Dear Physician or Healthcare Professional:

**Effective Feb. 3, 2020**, Humana will stop accepting claims and/or encounters under Florida Medicaid that are submitted with a National Provider Identification (NPI) that is not enrolled under Florida Medicaid with the Agency for Health Care Administration (AHCA). These changes reflect an enforcement of a state contract requirement that providers treating Florida Medicaid members be registered with Florida Medicaid and to submit their valid NPIs on claims, unless they are atypical providers.

As a reminder, all Humana Florida Medicaid claims and/or encounters must be submitted with an NPI that is enrolled with AHCA.

Please refer to the information below regarding Medicaid enrollment requirements and take the necessary steps to review and update your AHCA enrollment. This information was previously communicated with Humana Medical Plan (Medicaid)-contracted physicians and healthcare professionals.

An entity that bills Humana for Medicaid-compensable services provided to Medicaid recipients, or that provides billing services for all Medicaid provider types, must be active and enrolled as a Medicaid provider, or have “limited enrollment status.”

To verify enrollment, providers and healthcare professionals may consult the provider master list (PML), a resource listing Florida Medicaid-enrolled/registered providers who’ve shown active status within the last 18 months. Alternatively, the pending provider list (PPL) includes all pending Medicaid provider applications. Both lists are located on the Florida Medicaid public web portal within the “Managed Care” area or can be found on the AHCA website:

## **Provider master list**

[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).

To access the PML tip sheet for specific guidance on proper enrollment, please visit <http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/Managed%20Care/Provider%20Master%20List%20Tip%20Sheet.pdf>.

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Indications of proper physician or healthcare professional enrollment include his or her:

- Active listing on the PML on the AHCA portal
- Listing that shows “enrollment” or “limited” in the enrollment-type column
- Active (A) listing in the current Medicaid Enrollment Status column
- Accurate NPI listing related to attending, billing, ordering, prescribing, referring and rendering providers (not applicable to atypical providers) affiliated with the correct Medicaid ID.
- Listing with all active service and/or billing locations, provider type and provider specialty codes associated with its respective NPI and Medicaid ID.

Please note that the Centers for Medicare & Medicaid Services (CMS) defines atypical providers as providers that do not provide healthcare.

Incorrect enrollment can affect the way a physician, healthcare professional or provider group is identified by AHCA and its choice counselors, as well as how a physician, healthcare professional or provider group is listed in Physician Finder, Humana’s online provider directory.

AHCA’s Provider Enrollment area is available to assist physicians and healthcare professionals with enrollment issues, such as change of address, change of ownership and re-enrollment issues via the AHCA website at [http://portal.flmmis.com/FLPublic/Provider\\_ProviderServices/Provider\\_Enrollment/tabId/42/Default.aspx](http://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Enrollment/tabId/42/Default.aspx).

Guidelines on how physicians and other healthcare professionals should enroll with Medicaid can be found in the Provider’s General Handbook Reference, Chapter 2 at <https://www.flrules.org/Gateway/reference.asp?No=Ref-02671>.

If you have questions about these requirements, please call Humana provider customer service at 1-800-477-6931 or your Humana provider relations representative. Thank you for your continued care of our members.

Sincerely,



Jim Keough  
Regional Vice President Network Operations



Carl Taylor  
Regional Vice President for Provider Engagement