

Humana Health Plan

Kentucky Medicaid



Provider Resource Guide

Online self-service

A variety of provider materials and resources are available on the public website at [Humana.com/providers](https://www.humana.com/providers) (no registration required). Medicaid-specific materials, communications and quality resources can be found at [Humana.com/KentuckyMedicaid](https://www.humana.com/KentuckyMedicaid), including:

- Health and wellness programs
- Clinical practice guidelines
- Provider publications (including provider manual, newsletters, program updates)
- Pharmacy services
- Claim resources
- Quality resources
- What's new

Healthcare providers who want to work with Humana online can register for the Availity Provider Portal at no cost.

This multipayer portal allows providers to interact securely with Humana and other participating payers without learning to use multiple systems or remembering different user IDs and passwords for each payer. Many Humana-specific tools are accessible from the Availity Provider Portal.

To learn more, call Availity at 1-800-282-4548 or visit [Availity.com](https://www.availity.com). Availity provides the following functions:

- Check eligibility and benefits
- Submit referrals and authorizations
- Check claim status
- Confirm/make claim submissions
- Receive remittance advice
- View enrollee summaries
- Confirm/remedy overpayment
- Get electronic remittance advice and set up electronic funds transfer

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

For help or more information regarding with these self-service tools, call Provider Services at **1-800-444-9137**. For training opportunities, please visit [Humana.com/ProviderSelfService](https://www.humana.com/ProviderSelfService) and select “View the webinar schedule to sign up for training” under Training opportunities.

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Medicaid prior authorization list

Humana requires prior authorization for certain services to facilitate care coordination as well as to confirm that the services are provided according to Kentucky Department of Medicaid Services coverage policies. To determine if prior authorization is required for a patient with Humana Health Plan (Kentucky Medicaid) coverage, physicians and other healthcare providers should review the Kentucky Medicaid Prior Authorization List online at Humana.com/PAL.

Please note: OrthoNet does not manage preauthorization for physical, occupational and speech therapy services for the Humana Kentucky Medicaid plan.

Frequent contact information

Important numbers	Phone number Fax number (if applicable)	Hours of operation (All times Eastern)
Provider and enrollee services	1-800-444-9137	Monday through Friday, 7 a.m. to 7 p.m.
TTY for the hearing impaired	711	
Medical and behavioral health prior authorizations and utilization management	1-800-444-9137 Fax: 1-833-974-0059	24 hours a day, seven days a week, including holidays
Medication prior authorizations (step therapy, quantity limits and medication exceptions for medication supplied and billed through the pharmacy) Online submission available at www.covermymeds.com/epa/humana Forms also available at Humana.com/PA	1-800-555-2546 Fax: 1-877-486-2621	Monday through Friday, 8 a.m. to 11 p.m.
Humana Pharmacy (mail order for maintenance medications)	1-800-379-0092 Fax: 1-800-379-7617	Monday through Friday, 8 a.m. to 11 p.m. and Saturday, 8 a.m. to 6:30 p.m.
Medication intake team (prior authorization for medication administered in medical office)	1-866-461-7273 Fax: 1-888-447-3430	Monday through Friday, 8 a.m. to 6 p.m.
Humana Specialty Pharmacy	1-800-486-2668 Fax: 1-877-405-7940	Monday through Friday, 8 a.m. to 6 p.m.
Claim payment inquiries	1-800-444-9137	Monday through Friday, 8 a.m. to 6 p.m.
Availity	1-800-282-4548 (1-800-AVAILITY)	Monday through Friday, 8 a.m. to 7:30 p.m.; press 0 for live assistance
Kentucky Department of Medicaid Services/ Provider Services department	1-855-824-5615	
Fraud, waste and abuse reporting		
Humana	1-800-614-4126	
Kentucky Cabinet for Health and Family Services Office of the Inspector General	1-800-372-2970	



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Important addresses

Humana department	Address
Provider correspondence	Humana P.O. Box 14601 Lexington, KY 40521-4601 Attn: Provider
Provider complaints	Humana, Attn: Provider Complaints P.O. Box 14601 Lexington, KY 40521-4601
Member grievances and appeals	Humana Health Plans P.O. Box 14546 Lexington, KY 40512-4546
Claims	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
Quality improvement program	Humana Quality Management Department 321 W. Main St., WFP 20 Louisville, KY 40202
Provider demographic changes	Contact your local provider relations representative

Other network information

Required networks/ vendor name	Phone number
Avesis – Dental	1-888-211-0599
Avesis – Vision	1-844-511-5760
WholeHealth Networks Inc. (a Tivity company) – Chiropractic	1-866-430-8647
Non-emergency transportation vendor (service offered by Kentucky Medicaid)	1-888-941-7433

Claims on or after Jan. 1, 2020

Coverage type	Dates of service, effective Jan. 1, 2020 and beyond
Medical	<p>There is no change to your existing Humana provider network contract or credentialing process.</p> <p>Submit medical claims for all dates of service on or after Jan. 1, 2020, to Humana.</p> <p>*Please refer to the Humana – CareSource® Plan Quick Reference Guide at www.caresource.com/documents/ky-form-provider-quick-fact-sheet for:</p> <ul style="list-style-type: none"> • Service dates through Dec. 31, 2019 • In-patient services with admission dates prior to Jan. 1, 2020, spanning into calendar year 2020 • Humana will route claims with service dates prior to Jan. 1, 2020 to CareSource for prompt processing • Please note: All 2019 claims submitted to Humana with behavioral health service codes will be denied and require submission to Beacon to comply with timely filing parameters <p>Humana payer IDs Claims: 61101 Encounters: 61102</p> <p>Submit claims directly and at no cost through: www.availity.com</p> <p>File paper claims by mail to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601</p> <p>File paper encounters by mail to: Humana Claims Office P.O. Box 14605 Lexington, KY 40512-4605</p>
Behavioral health	<p>The Beacon network provider contracts did not carry over to Humana. If you are interested in joining the Humana Behavioral Health network, please contact kybhmedicaid@humana.com.</p> <p>Submit behavioral health claims to Humana for all dates of service on or after Jan. 1, 2020.</p> <p>* Please refer to the Humana – CareSource Plan Quick Reference Guide at www.caresource.com/documents/ky-form-provider-quick-fact-sheet for:</p> <ul style="list-style-type: none"> • Service dates through Dec. 31, 2019 • In-patient services with admission dates prior to Jan. 1, 2020, spanning into calendar year 2020 <p>Humana payer IDs Claims: 61101 Encounters: 61102</p> <p>Submit claims directly and at no cost through www.availity.com</p> <p>File paper claims by mail to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601</p>



Dental	<p>There is no change to your existing Avesis provider network contract, credentialing or claims process.</p> <p>Avesis – Submit dental claims to Avesis for all dates of service on or after Jan. 1, 2020.</p> <p>* Please refer to the Humana – CareSource Plan Quick Reference Guide at www.caresource.com/documents/ky-form-provider-quick-fact-sheet</p> <p>Avesis Third Party Administrator ATTN: Humana Health Plan – Dental claims P.O. Box 38300 Phoenix, AZ 85069-8300 www.avesis.com</p>
Vision	<p>The Superior Vision network contracts did not carry over to Avesis. If you are interested in joining the Avesis vision network, please call 1-844-511-5760.</p> <p>Submit vision claims to Avesis for all dates of service on or after Jan. 1, 2020. Only vision claims with service dates of 2020 forward should be submitted to Avesis for prompt payment processing.</p> <p>*Please refer to the Humana – CareSource Plan Quick Reference Guide for dates of service prior to 2020 at www.caresource.com/documents/ky-form-provider-quick-fact-sheet</p> <p>Avesis Third Party Administrator ATTN: Humana Health Plan – Vision claims P.O. Box 38300 Phoenix, AZ 85069-8300 www.avesis.com</p>
Chiropractic	<p>Submit chiropractic claims for all dates of service on or after Jan. 1, 2020, to Humana. Only claims with service dates of 2020 forward should be submitted to Humana for prompt payment processing.</p> <p>*Please refer to the Humana – CareSource Plan Quick Reference Guide for dates of service prior to 2020 at www.caresource.com/documents/ky-form-provider-quick-fact-sheet</p> <p>Humana P.O. Box 14601 Lexington, KY 40512-4601</p>
Pharmacy	<p>Please call 1-800-626-2741 to join Humana’s network of pharmacy providers.</p>

Web resources available:

- Humana Provider Manual – Humana.com/provider/news/publications
- Humana Prior Authorization List – Humana.com/PAL
- Availity Provider Portal – Availity.com



Enrollee ID card samples

Your Humana-covered Medicaid patients received new Humana ID cards with new group and enrollee numbers. Their Medicaid ID numbers remain the same. Please ask enrollees to present their 2020 ID card at the time of service.

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ENROLLEE NAME
Enrollee ID: HXXXXXXXXX

Medicaid ID#: XXXXXXXX Group #: XXXXXXXX
 Date of Birth: XX/XX/XX RxBIN: 610649
 Effective Date: XX/XX/XX RxPCN: 03191501

PCP Name: XXXXXXXXX
 PCP Phone: (XXX) XXX-XXXX

Enrollee/Provider Service: 1-800-444-9137
 Enrollee Behavioral Health Crisis Line: 1-833-801-7355
 Pharmacist Rx Inquiries: 1-800-865-8715
 24 Hour Nurse Line: 1-800-648-8097

Please visit us at Humana.com

For online provider services, go to [www.availity.com]

Please mail all claims to:
Humana Medical
 P.O. Box 14601
 Lexington, KY 40512-4601

Please note: These sample IDs comply with state guidelines. They are subject to change without notice.

The following are some of the many clearing houses offering services to healthcare providers. Some clearinghouses and vendors charge a service fee. Contact the clearing house for more information.

Clearinghouse vendor name	Website	Phone number
Availity	www.availity.com	1-800-282-4548
Change Healthcare	www.changehealthcare.com	1-800-792-5256
Trizetto®	www.trizetto.com	1-800-969-3666
Waystar	www.waystar.com	1-877-494-7633
SSI Group	www.thessigroup.com	1-800-880-3032
Humana payer ID		
Fee-for-service claims	61101	
Encounter claims	61102	



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Annual compliance training

Humana supports physicians and other healthcare providers in their efforts to provide care to patients with Medicaid coverage by offering training materials to help them meet state and federal compliance requirements.

There are a variety of materials available, including:

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

More information is available on Humana's website at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance) by choosing the "Healthcare Provider Training Materials" tab.

Covered services

Humana, through its contracted providers, is required to arrange for the following medically necessary services for each patient:

- Alternative birthing center services
- Ambulatory surgical center services
- Behavioral health services – mental health and substance abuse disorders
- Chiropractic services
- Community mental health center services
- Dental services, including oral surgery, orthodontics and prosthodontics
- Durable medical equipment, including prosthetic, orthotic devices and disposable medical supplies
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT) special services
- End-stage renal dialysis services
- Family planning services in accordance with federal and state law and judicial opinion
- Hearing services, including hearing aids for enrollees younger than 21
- Home health services
- Hospice services (non-institutional only)
- Independent laboratory services
- Inpatient hospital services
- Inpatient mental health services
- Meals and lodging for appropriate escort of enrollees
- Medical detoxification (i.e., management of symptoms during the acute withdrawal phase from a substance to which the enrollee is addicted)
- Medical services, including but not limited to those provided by physicians, advanced practice registered nurses, physicians assistants and federally qualified health centers (FQHCs), primary care centers and rural health clinics (RHCs)
- Organ transplant services not considered investigational by Federal Drug Administration (FDA)
- Other laboratory and X-ray services
- Outpatient hospital services
- Outpatient mental health services
- Pharmacy and limited over-the-counter drugs, including mental/behavioral health drugs
- Podiatry services
- Preventive health services, including those currently provided in public health departments, FQHCs/primary care centers and RHCs



[Humana.com](https://www.humana.com)

- Psychiatric residential treatment facilities (Level I and Level II)
- Specialized case management services for enrollees with complex chronic illnesses (includes adult and child targeted case management)
- Specialized children’s services clinics
- Targeted case management
- Therapeutic evaluation and treatment, including physical therapy, speech therapy and occupational therapy
- Transportation to covered services, including emergency and ambulance stretcher services
- Urgent and emergency care services
- Vision care, including vision examinations, services of opticians, optometrists and ophthalmologists, including eyeglasses for enrollees younger than 21

Humana’s value-added services

Value-added services (VAS) are those services offered by Humana and approved in writing by the Kentucky Department for Medicaid Services (KDMS) that are not otherwise covered or that exceed limits outlined in the Kentucky State Plan and the Kentucky Medicaid Fee Schedules. These services are in excess of the amount, duration and scope of those services listed above. Humana’s VAS programs include:

- Child obesity program
- Dental services – Additional cleaning for enrollees 21 and older
- Moms First Gift Card program
- Healthy Behaviors Gift Card program
- Text Program for Expectant Mothers
- GED testing
- Criminal expungement services
- Cell phone services
- Immunizations – Allowance of an additional vaccine for enrollees older than 21 (e.g., rabies)