

Florida New Horizon Provider Newsletter

Volume V



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Improved rewards and other enhancements coming to Go365 for Humana Healthy Horizons

Effective Jan. 1, 2023, we're adding new eligible activities and enhancing available rewards our members can earn through Go365 for Humana Healthy Horizons. Our members can redeem their earned rewards for gift cards in the Go365 app.

Changes to Go365 for Humana Healthy Horizons include:

New eligible activities and rewards starting Jan. 1, 2023:

- **Cervical cancer screening:** \$20 in rewards for members 21 years and older who get an annual cervical cancer screening
- **Colorectal cancer screening:** \$20 in rewards for members 45 years and older who get an annual colorectal cancer screening
- **Mammogram screening:** \$20 in rewards for members 40 years and older who get an annual mammogram screening. Program is also available to members under 40 years old and at high-risk.

Humana
Healthy Horizons®
in Florida

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan Inc.

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Changes to existing eligible activities and rewards, effective Jan. 1, 2023:

- **Adult well-visit:** available to all members 18 years and older (new and existing)
- **HumanaBeginnings™ (previously called the Moms First Program):** program offers members 3 opportunities to earn rewards of up to \$50
- **Substance abuse:** \$30 in rewards to enroll and complete 6 telephonic coaching sessions
- **Weight management program:** removed the final well-being checkup with a PCP at the end of the program, and increased reward from \$20 to \$30

To redeem rewards, members must download the Go365 for Humana Healthy Horizons app from iTunes/Apple Store or Google Play on a mobile device and create an account.

The full list of eligible activities and rewards through Go365 for Humana Healthy Horizons is available at [Humana.com/FLEducation](https://www.humana.com/FLEducation).

New deceased member notification form available

Humana Healthy Horizons created a form to enable notification when a member has passed away. If one of your Humana Healthy Horizons-covered patients dies, please notify us immediately by filling out and sending us our deceased member notification form.

Providers can find the form online at [Humana.com/FLEducation](https://www.humana.com/FLEducation).

Changes to Medicaid PCP assignments coming for young adults

Starting Nov. 1, 2022, we will assign new Humana Healthy Horizons **members ages 18 and older to an adult PCP** as noted below:

- **Newly enrolled members** 18 to 20 years old who **did not select** a PCP at enrollment are assigned to an adult PCP center. This applies to both voluntary members (member chose Humana) and mandatory members (ACHA assigned the member to Humana).
 - All **newly enrolled members** 18 to 20 years old **who selected** a pediatric PCP during enrollment will be manually assigned to an adult PCP center.
- **Exception for members with special needs:** A member with special needs who is older than 18 and wishes to remain with their existing PCP may do so.
- **Member siblings of different ages:** As an example, if siblings are ages 19 and 15, these members are assigned to 2 different PCPs, unless both are assigned to a care center that sees adult **and** pediatric patients.
- **Existing members** between 18 and 20 will **remain with their current assigned pediatric center**. When these members age out of pediatric care, they will move to adult PCP centers.

Encourage your patients to get the flu vaccine

Humana Healthy Horizons members can receive flu vaccinations at no cost. Encourage your patients to protect themselves and their loved ones from getting sick by offering them a flu shot at their next visit. Members can access more flu information and resources at [Humana.com/FightFlu](https://www.humana.com/FightFlu).

Florida expands Medicaid postpartum coverage to 12 months

Florida recently extended postpartum coverage from 60 days to a full year for Florida Medicaid members and Children's Health Insurance Program members. The state received approval in May from the Centers for Medicare & Medicaid Services. This extension is retroactive to July 1, 2021. About 52,000 Florida moms will benefit from the expanded program.

According to the Centers for Disease Control and Prevention, one-third of maternal deaths related to pregnancy or delivery complications occur in the postpartum period. With the new extended benefit, moms with Medicaid coverage receive the additional medical care they need to stay healthy during their recovery.

Connect pregnant members with available prenatal and postnatal resources

Humana Healthy Horizons offers pregnant women and new moms a variety of tools and programs, including family planning services and incentives for key perinatal visits with their doctor. Our **Provider Orientation Training** covers helpful information for Medicaid-participating obstetricians and gynecologists. Our **family planning services provider overview** also gives useful information about the services we offer our members.

The HumanaBeginnings program provides telephonic education and support to members from the onset of pregnancy through the first several weeks after birth. The best way to connect pregnant members with HumanaBeginnings is to fill out and submit a **notification of pregnancy form**. Timely pregnancy notification helps maximize the program benefit opportunities, so it's best to fill out this form and return it to us as soon as possible once you confirm the patient's pregnancy.

For more resources, services and programs Humana Healthy Horizons offers pregnant members, visit the OB-GYN documents section on [Humana.com/FLEducation](https://www.humana.com/FLEducation) or [Humana.com/FloridaMoms](https://www.humana.com/FloridaMoms).

Sign up for the OB-GYN provider incentive program

The OB-GYN rewards program helps promote quality care improvement and recognizes OB-GYN providers who work with us to provide superior care to our expectant members.

This program is for OB-GYN providers who have not participated in the Managed Medical Assistance (MMA) OB Provider Incentive Program. If you have questions regarding OB-GYN initiatives or the OB-GYN rewards program, please call the OB-GYN quality nurse at **954-235-0521**.

Initiate PCP for-cause member transfers

You can initiate a transfer request when a member and/or the member's authorized representative's behavior is disruptive, unruly, abusive or uncooperative to the extent that it seriously impairs the healthcare provider's ability to furnish services to either the member or other plan members. The following resources provide guidance concerning the provider-initiated member transfer process:

[Florida Medicaid Provider Request to Transfer FAQ →](#)

[Provider-Initiated Member Transfer Request Form →](#)

Access Florida Medicaid provider enrollment requirements and resources

The **AHCA provider enrollment page** is available to assist physicians and healthcare professionals with enrollment issues, including change of address, change of ownership and re-enrollment.

Guidelines on how physicians and other healthcare professionals should enroll with Medicaid are located in the Provider Enrollment Policy 59G-1.060. The policy is available on **AHCA's website** and on the **MyFLRules website**. For more information, visit **AHCA's provider enrollment page**.

Entities that bill Humana for Medicaid-compensable services provided to recipients by all Medicaid provider types must be active and enrolled as Medicaid providers or have limited enrollment status.

Physicians and other healthcare professionals can verify their enrollment via the **Provider Master List (PML)** on the **registration page of the Florida Medicaid Web Portal**.

Additional resources:

- **Florida Medicaid MMA and Long-Term Care (LTC) Billing Guidance** →
- **NPI Crosswalk Enhancement | Florida Medicaid Web Portal (flmmis.com)** →



Complete your AHCA registration to avoid termination from Medicaid

Effective immediately, all registered servicing providers and facilities (excluding provider types 10, 14 and 16) not fully enrolled with AHCA by Oct. 31, 2022, and on Dec. 31, 2022, for facility types 10, 14 and 16, will result in termination from Medicaid and claim denials.

For questions, please contact Florida Medicaid Provider Enrollment Call Center at **800-289-7799**, option 4. Or visit the **Florida Medicaid Web Portal** to complete the application process.

Take advantage of Humana Making It Easier series resources

“Making It Easier for Physicians and Other Healthcare Providers” is a series of educational presentations about Humana Healthy Horizons claim payment policies and processes.

Download the **Tools and Resources for Physicians and Other Healthcare Providers Resource Guide** to learn about Humana Healthy Horizons' inventory of useful tools and resources, which can simplify your claims-related and other interactions with Humana Healthy Horizons.

For more information about the webinars, please visit **Humana.com/MakingItEasier**. You also can find Humana Making It Easier content in the Humana Payer Space under the Resources tab on **Availity.com**.

To receive notifications whenever we add or update content, subscribe via the “Stay Connected” box on **Humana.com/MakingItEasier**.

Florida Medicaid Provider web pages

Humana.com/HealthyFL has a variety of materials and resources to help you achieve your best success.

Materials and resources include:

- Provider manual
- MMA Physician Incentive Program (MPIP) information
- Frequent Medicaid provider updates
- Telehealth information
- Provider resource guide
- Expanded benefits
- Medicaid training
- Other useful materials

For the latest AHCA COVID-19 guidance and flexibilities, please visit **Humana.com/FLCOVID**. We encourage you to visit our website often to stay up to date.

Humana Provider Compliance Training

Healthcare providers serving Humana Medicaid plans in Florida must complete the following training modules and attestations:

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

Go to **Availity.com** to start your training.

For more information, visit **Humana.com/ProviderCompliance** or see the provider training section of our website at **Humana.com/FLTraining**.

Medicaid and Medicare Special Needs Plan (SNP) healthcare providers must adhere to all training requirements identified by their contract and Humana Healthy Horizons. This includes agreement and assurance that all affiliated participating providers and staff complete training on the identified compliance material. For more information on annual compliance training requirements, please visit **Humana.com/FLTraining**. If you're an SNP provider, please visit **Humana.com/ProviderCompliance**