



# Florida New Horizon

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**Humana**  
Healthy Horizons®  
in Florida

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

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## It's flu season—encourage your patients to get vaccinated

The U.S. Centers for Disease Control and Prevention (CDC) encourages healthcare providers to begin their influenza vaccination planning efforts now and vaccinate patients as indicated once the vaccines become available.<sup>1</sup>

The CDC recommends immunization with the updated 2024-25 COVID-19 and the updated 2024-25 flu vaccines to protect against severe COVID-19 and flu for this coming fall and winter.<sup>1</sup> It is safe to receive COVID-19 and flu vaccines at the same visit.

Humana Healthy Horizons® in Florida follows the CDC guideline that anyone 6 months and older receive an annual flu vaccine. The current flu vaccine covers the most common strains in the Northern Hemisphere, as identified by the CDC.

### Egg allergies guidance

Beginning with the 2023–24 flu season, the CDC provided the following guidance for people with egg allergies:

- They may get any egg-based or non-egg-based vaccine that is otherwise appropriate for their age and health status.
- It is no longer recommended that people with a severe allergy to egg be vaccinated in an inpatient or outpatient medical setting.
- There are no additional safety measures recommended for flu vaccination beyond those recommended for receipt of any vaccine, regardless of a previous reaction to egg.

### At-risk populations

The following groups are at increased risk of infections and complications from the flu:

- Pregnant women
- Children, especially those younger than 2 years old
- People 65 years and older
- People of any age with certain chronic medical conditions, including asthma, diabetes and chronic lung disease
- People of any age who have immunosuppression
- People living with or caring for those at high risk for flu complications, including:
  - Healthcare workers
  - Household contacts of people at high risk for flu complications
  - Household contacts and out-of-home caregivers of children younger than 6 months (i.e., children too young to be vaccinated)

To facilitate correct reimbursement, Humana Healthy Horizons needs appropriate administration, vaccine and diagnosis codes for each vaccination claim. Administration codes for influenza vaccination are 90460, 90461, 90471, 90472, 90473 and 90474. Diagnosis code Z23—encounter for immunization— must be included in any ICD-10 diagnosis code position between 2 and 9.\*

## Additional information for providers:

**Pediatric healthcare:** Providers should obtain the flu vaccine through the Vaccines for Children program. Humana Healthy Horizons will only reimburse for the administration claim code that is in accordance with the Medicaid fee schedule of the specific state.

**Adult healthcare:** Humana Healthy Horizons covers the adult flu vaccine. Humana Healthy Horizons will only reimburse for the administration code that is in accordance with the Medicaid fee schedule of the specific state.

\*ICD-10 codes are from the International Classification of Diseases, 10th Revision.



## Inform patients of their after-hours care options

When patients know where to get the right care outside your regular operating hours, it can save them time and speed up their recovery.

Communicating with patients about how they can find after-hours care information can help them make the most appropriate decision for the type of care they need. Providers may use an answering machine message, answering service, office website or in-office visits to convey this information.

Tips for answering machine messages:

- Describe services your practice provides, such as virtual care.
- Detail options for nonemergency needs.
- Advise patients on what they should tell another provider after hours or on weekends.
- Address how and when to contact you if your patient was seen by another provider so you can provide appropriate follow-up care.
- Advise patients to call 911 or go to the nearest emergency room (ER) in cases of medical emergency.

When appropriate, patients can receive convenient, fast and lower-cost care when they choose an urgent care facility over a visit to the ER.

If patients experience any of the following, they should be advised to go to the ER:

- Accident or fall that threatens life or limb
- Chest pains
- Difficulty breathing
- Serious burns
- Stroke symptoms, such as paralysis, sudden loss of vision or inability to speak
- Sudden and severe pain
- Uncontrolled bleeding or open wound

If a patient needs live, individual support and/or telephonic triage, they can call Humana Healthy Horizons' 24-hour nurse line. The phone number is located on the back of their member ID card, and help is available 24 hours a day, 7 days a week.

Patients can also find a healthcare provider or participating urgent care center by using the online **Find a doctor** tool.



## Improving adolescent human papillomavirus immunization rates

To increase human papillomavirus (HPV) immunization rates and reduce related cancer rates, Humana Healthy Horizons organized a multidisciplinary improvement team to develop evidence-based interventions that are patient-oriented, provider-directed and community-focused.

The CDC recommends HPV vaccination for adolescents ages 9–12<sup>2</sup>. Teens and young adults up to age 26 also may receive the vaccine if they were not previously immunized<sup>†</sup>.

Humana Healthy Horizons encourages you to review current processes within your practice to maximize early and timely vaccination for your eligible patients.

Consider these best practices:

- Provide recommendations by discussing a patient's concerns and offering information from credible organizations such as the CDC, American Cancer Society, American Academy of Pediatrics, and Immunization Action Coalition, to reinforce messaging.
- Ensure that all practice staff are educated in the topic to inform patients of the importance of the vaccination and to provide consistent messaging during each stage of their visit.
- Use practice tools that support processes (e.g., the use of standing orders or point-of-care alerts).
- Provide follow-up reminders to patients with upcoming doses due. This can be done by phone, text, email, or provider portal messaging.
- Identify a vaccine champion within the practice (a provider, nurse or office manager) to support improvement activities in your practice.
- Evaluate social determinants of health (SDOH) needs and offer information and resources as needed. Review the Humana Healthy Horizons in Florida **guide to addressing SDOH**.

### Questions and billing assistance

If you experience issues when filing claims for immunizations, please email **FLMedicaidResolution@humana.com** or visit **Provider.humana.com**.

### Resources

- **The HPV Round Table (HPVRT) Resource Center** offers information and resources useful for improving HPV vaccination initiation and completion..
- The American Academy of Pediatrics article, **Communicating About Vaccinations: Evidence-Based Recommendations to Shift the Narrative**.

<sup>†</sup>While vaccination is not recommended for patients older than 26, some adults ages 27–45 may be at risk for new HPV infection and could benefit from vaccination. Humana Healthy Horizons recommend providers discuss the benefits with affected patients.



## Anesthesia claims require correct modifier

All anesthesia claims must be billed with the appropriate modifier to be correctly processed. Anesthesia claims submitted without a modifier will be denied.

Below is a list of anesthesia modifiers, as well as their corresponding reimbursement rates, unless your provider contract specifies otherwise.

**AA:** Anesthesiologist providing anesthesia procedure. Reimbursement is 100% of physician fee schedule.

**QY:** Medical direction of one qualified nonphysician anesthetist (e.g., a certified registered nurse anesthetist, or CRNA) by an anesthesiologist (would be billed by the anesthesiologist). Reimbursement is 50% of physician fee schedule.

**QK:** Anesthesiologist providing medical direction for anesthesia procedure to 2, 3 or 4 concurrent anesthesia procedures involving qualified individuals (e.g., CRNAs). Reimbursement is 50% of physician fee schedule.

**AD:** Anesthesiologist providing medical direction for anesthesia procedure to more than 4 concurrent qualified individuals (e.g., CRNAs). Reimbursement is 50% of physician fee schedule.

**QZ:** Qualified individual (e.g., a CRNA) providing anesthesia procedure with no medical direction by a physician. Reimbursement is 80% of physician fee schedule.

**QX:** Qualified nonphysician anesthetist providing anesthesia service with medical direction by a physician (would be billed by the nonphysician anesthetist). Reimbursement is 50% of physician fee schedule.

Additional guidance on anesthesia services can be found within the service coverage policy on the **Agency for Health Care Administration's website**, and on this PDF: **59G-4.022 Anesthesia Services Coverage Policy (11).pdf**.



## Early intervention services and TL modifier requirement

Providers must include the TL modifier on claims for early intervention services (EIS)-related services, reported separately.

EIS-related services detailed on an EIS recipient's individualized family support/service plan are covered through the respective Florida Medicaid service-specific coverage policy.

Examples include:

- Assistive technology services and devices
- Audiology services

- Durable medical equipment
- Medical services
- Nursing services
- Occupational therapy
- Physical therapy
- Psychological services (behavioral health)
- Speech-language pathology
- Vision services

To learn more, review the **Early Intervention Services Coverage Policy** and the **Early Intervention Services Fee Schedule**.



## Encourage your patients to get cancer screenings

According to the American Cancer Society, many common cancers are on the rise.<sup>3</sup> Screenings can catch issues early when they may be easier to treat and the potential for optimal health outcomes is highest.

Recommended screenings are cost-free for your patients. Encourage them to schedule their cancer screenings today, and provide them the appropriate referral for the procedure.

Once your patients get their screenings, they are eligible to collect **rewards** for taking healthy actions through the Go365 for Humana Healthy Horizons® wellness program.

Recommended screenings	Rewards <sup>‡</sup>
Cervical cancer, female members 21 and older	\$20
Breast cancer (mammogram)**; female members 40 and older. High-risk members under 40 are also eligible for rewards.	\$20
Colorectal cancer,** members 45 and older	\$20

<sup>‡</sup>One reward per year, upon receipt of claim

\*\* Referral may be required (change verbiage and footnote symbol too) may be required for mammogram and colorectal cancer screenings.

To redeem rewards, let your patients know that they must download the Go365 for Humana Healthy Horizons app from the Apple App Store or Google Play on a mobile device.<sup>‡</sup>

Patients 18 and older can register to create an account using their Medicaid ID. Members younger than 18 must have a parent or guardian register on their behalf to participate and engage with the program.

<sup>††</sup>All product names, logos, brands and trademarks are property of their respective owners, and any use does not imply endorsement.



## Weight Management Program requires provider approval

We work alongside network providers to keep your patients in their best health beyond a care setting. Our Weight Management Program helps members stay healthy by encouraging sound dietary choices and positive lifestyle changes. However, patients do need provider clearance to engage with the program.

Please take a moment to complete the Medical Clearance Form so patients interested in the program can participate.

Once enrolled, your patient will:

- Be assigned a telephonic health coach, if the patient agrees
- Receive the following intervention tools and rewards, if the patient chooses
- Nutritional counseling—6 telephonic sessions (1 per month) with a nutritionist
- Up to \$40 in rewards to redeem in the Go365® for Humana Healthy Horizons in-app mall

Please fax the completed form to 855-324-7685, or your patient can take a picture of the completed form and upload it via the Go365 for Humana Healthy Horizons app.



## Members who do not select a primary care provider during enrollment will have one assigned

Humana Healthy Horizons will automatically assign a primary care provider (PCP) to members if they did not select one during enrollment. The process is based on the criteria below:

1. Does the member have a previous PCP with Humana Healthy Horizons?

**If yes,** member is assigned to that PCP; the look-back period is 6 months from initial enrollment.

2. Is the member tied to a family unit (parents/siblings)?

**If yes,** the member is assigned to that family unit's PCP.

If the member and the member's family do not have a previous PCP, the logic will occur in this order:

1. Member age: If the member is under 18, the system looks for a pediatric PCP. If the member is older than 18, the system looks for an adult-care PCP.
2. Language: The system looks for a PCP who speaks the same language as the member. Note: Member indicates language preference on 834-enrollment file.
3. PCP performance: The system assigns members to PCP based on the PCP's performance measures.



4. Distance: The system looks for a PCP within 20 miles of the member's home address using latitude and longitude.
5. Cultural competency: This parameter represents the capability of the provider to care for and interact with individuals from different cultures.



## Help your Medicaid patients keep their coverage with updated contact information

Encourage your Humana Healthy Horizons patients to update their contact information, including their mailing or residential address, email address, legal name, or phone number, when it changes so they can continue to receive important health notices from the state.

By keeping their contact information current, your Medicaid patients protect their coverage and keep getting the healthcare they need.

Florida patients can update their information by calling the Florida Department of Children and Families at **850-300-4323 (TTY: 800-955-8771)** or via the **MyACCESS Portal**.



## Take advantage of Humana's 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 to simplify your claims-related and other interactions with Humana Healthy Horizons.

Humana Healthy Horizons also hosts interactive webinars designed to help healthcare providers interact with us more easily and work with us via **Availity Essentials™**. Please visit the **provider portal webinars and resources webpage** to learn more. Video presentations on dozens of topics of interest can be accessed at **Humana.com/MakingItEasier**. You can access additional Humana Making It Easier content in the Humana Payer Space under the Resources tab on **Availity Essentials**.

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



## Florida medicaid provider webpages

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

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

We encourage you to visit our website often to stay up to date.

## Humana Healthy Horizons provider compliance training

Healthcare providers serving Humana Healthy Horizons in Florida must complete the following training modules and attestations:

- Humana Healthy Horizons provider orientation
- Health, safety and welfare training
- Cultural competency
- Compliance and fraud, waste and abuse training

Go to Availity Essentials 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**.

### References:

1. "People at Increased Risk for Flu Complications," U.S. Centers for Disease Control and Prevention, <https://www.cdc.gov/flu/highrisk/index.htm>, last accessed Nov. 1, 2024.
2. "HPV Vaccine Recommendations," U.S. Centers for Disease Control and Prevention, <https://www.cdc.gov/hpv/hcp/vaccination-considerations/index.html>, last accessed Oct. 8, 2024.
3. "Cancer Facts & Figures 2024," American Cancer Society, <https://www.cancer.org/research/acs-research-news/facts-and-figures-2024.html>, last accessed Nov. 18, 2024.