

Florida Medicaid Second Quarter 2020 Newsletter



COVID-19 updates

Humana is committed to supporting your patient care and is closely monitoring coronavirus disease 2019 (COVID-19). Please visit [Humana.com/FloridaCovid](https://www.humana.com/FloridaCovid) for the latest updates and notices. Our coronavirus (COVID-19) page contains information on various topics including:

- Telemedicine
- Administrative updates
 - Prior authorization reinstatement and flexibilities
 - Provisional provider enrollment
 - Coverage of services
 - Guidance on EVV
 - Frequently asked questions
- Diagnosis and procedure codes
- Patient resources

New 24/7 telemedicine visits for members

To support our members and help them avoid COVID-19 exposure, Humana is encouraging members to use telemedicine services for doctor visits. Since the onset of the COVID-19 pandemic, many of our members have used telemedicine to see providers from the comfort of their homes. Humana is also offering 24/7 telemedicine visits through Amwell to address urgent member care needs. Using telemedicine services makes it easier for members to get the care they need in a safe and convenient way.

Physicians who offer telemedicine services can evaluate, diagnose and/or treat patients via phone call or video visit. Humana Florida Medicaid reimburses physicians for telemedicine visits the same way it reimburses for in-person visits. For more information, visit [Humana.com/floridamedicaid](https://www.humana.com/floridamedicaid) or review our [What Physicians Need to Know about Telemedicine flyer](#).

Humana encourages members to first reach out to their primary care provider (PCP) with health concerns. Amwell telemedicine services are not a substitute for PCPs, but if a member's PCP is unavailable, telemedicine visits are a great way to receive face-to-face treatment for many urgent medical conditions.

To utilize this service, Humana Florida Medicaid members should:

- Create a mobile or online Amwell account by installing the Amwell: Doctor Visits 24/7 app or by visiting the [Amwell website](#)
- Enter the service key humanafl (not case sensitive)
- Select "See Next Doctor" or choose from a list of available providers to begin an on-demand video visit
- Discuss their health concerns with a board-certified physician via phone or video-capable device
- Collaborate on treatment plans

If members have questions about video doctor visits or need help creating an Amwell account, they can call the toll-free number on the back of their Member ID card. Members are encouraged to follow up with their PCP after they have received care through Amwell.

If you currently offer or are thinking about offering telemedicine services to your Humana Florida Medicaid patients, contact your Humana provider representative. He or she can offer more information or answer your questions.

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, refer to Florida Medicaid [Provider Enrollment Policy 59G-1.060](#).

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 have “limited enrollment status.”

(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 December 2019 Florida Medicaid [Provider Enrollment Policy provisions](#). Visit [this link](#) to see the rule history, along with recent notices and rule reference material.

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

MMA Physician Incentive Program (MPIP)

The aim of the MMA Physician Incentive Program is to promote quality of care for our Medicaid members and to recognize physicians who demonstrate high levels of performance for select criteria.

The MPIP provides the opportunity for designated physician types to earn enhanced payments based on the achievement of key access and quality measures. Qualifying physicians can earn the equivalent to the appropriate Medicare fee-for-service rate, as established by AHCA.

Current program year (MPIP Year 4) Effective Date: Oct. 1, 2019-Sept. 30, 2020

Humana has reassessed all eligible providers to determine if any additional providers qualify for MPIP Year 4. Providers who were found eligible and qualified have received a Humana qualification letter, either at the beginning of the program year or during the re-assessment period.

***Important note:** All providers that qualified in MPIP Year 3 will remain qualified for MPIP Year 4 and be reimbursed at the MPIP rate through Sept. 30, 2020 (excluding opt outs).

For specific Humana qualification criteria, please visit the [Humana FL MMA Provider website](#) and select the MMA Provider Education Materials link.

For more information about the MPIP parameters, visit [AHCA's MPIP page](#).

Should you have questions about the MPIP, please contact your provider services representative or call provider services at 305-626-5006.



Pharmacy Information

Metformin Extended-Release (ER) Recall

On **June 1, 2020**, the U.S. Food and Drug Administration (USDA) announced that agency laboratory testing found levels of the nitrosamine impurity N-Nitrosodimethylamine (NDMA) above acceptable agency levels in several lots of the ER formulation of metformin. The agency contacted a number of companies recommending they voluntarily recall their products. The USDA is currently assessing whether metformin ER recalls will result in shortages and will work closely with manufacturers to prevent or reduce any impact potential shortages. Four consumer-level recalls have been enacted. The manufacturers are:

- Amneal
- Teva
- Marksans
- Apotex

AHCA Preferred Drug List (PDL) changes effective Aug. 1, 2020

Drug Name	Formulary Status	Alternatives
Irbesartan HCTZ	PDL	
Olmesartan HCTZ	PDL	
Nayzilam	PDL	
Ajovy	PDL	
Emgality	Non-PDL	Sumatriptan, Ajovy
Neulasta	Non-PDL	Neupogen, Granix
Sevelamer Carbonate	PDL	
<p>*Please note that some PDL medications may have additional utilization management criteria and require prior authorization.</p> <p>Find a complete list of formulary changes here.</p>		

2020 Florida Medicaid commonly prescribed drugs

Humana has made a commonly prescribed drug list available as a prescriber guide. The drug list can be found on our [website](#) and includes common drug categories along with a cost key to assist prescribers. We encourage you to visit the [2020 AHCA Non-Formulary Alternatives list](#) to learn more about the commonly prescribed drugs Humana will cover.

Florida Medicaid Provider Web Page

Our [Humana Medicaid provider website](#) has a variety of provider materials and resources to help you achieve your best success. Materials and resources include:

- Provider manual
- MMA Physician Incentive (MPIP) Medicaid provider updates
- Telemedicine information
- Provider Resource Guide
- Quarterly Medicaid provider updates
- Expanded benefits
- Medicaid training

... and other useful materials.

We encourage you to visit our website frequently for regular updates to available information at Humana.com/FloridaMedicaid

Humana making it easier

Humana's [Making It Easier](#) series is a collection of educational presentations about Humana's claims payment policies and processes.

This library of narrated video presentations is designed to clarify Humana's claims payment policies and processes. These brief informational presentations address different topics and include downloadable tip sheets and guides.

Visit Humana.com/MakingItEasier today. Making It Easier presentations are also accessible through [Availity](#) in the Humana Payer Space under the Resources tab.

Complete Humana's 2020 Provider Compliance Training

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

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

To start your training:



1. Go to Availity.com
2. Sign in and select "Payer Spaces," then "Humana"
3. Under the Resources tab, select "Humana Compliance Events" to begin

For more information, visit Humana.com/Providercompliance or see the MMA provider training materials tab at Humana.com/Floridamedicaid.