

Humana Gold Plus® Integrated Medicare-Medicaid Alignment Initiative (MMAI)



Long-Term Service and Support (LTSS) Resource Guide

Online self-service

A variety of LTSS Medicaid-specific provider materials, communications and quality resources are available on the [Illinois Long-term Service and Supports \(LTSS\) provider website](#) (no registration required). Resources include:

- Provider manual
- Training
- Availity resources/training
- Claims billing guide

Healthcare providers seeking a multipayer online portal can register for Availity Essentials

Availity Essentials offers a free, multipayer portal that allows healthcare providers to interact securely with Humana and other participating payers without multiple system use or memorization of different payer passwords or user IDs. To find out more, call 800-282-4548 or visit [Availity.com](#).

Availity Essentials allows providers to:

- Check eligibility and benefits
- Check claim status
- Check authorization status
- Confirm or make claim submissions
- Submit and check status of provider claim disputes
- View member benefit summaries
- Confirm or remedy overpayment
- Set up electronic funds transfer

Get paid faster and have Humana claim payments deposited automatically with electronic funds transfer (EFT) and electronic remittance advice (ERA)

Visit [Humana.com/EpaymentInfo](#) or call Humana Medicaid Customer Care at 800-787-3311 (TTY:711) for more information about these self-service tools.

For training opportunities, please visit [Humana.com/ProviderSelfService](#), scroll to “Attend an educational webinar” and select “View the webinar schedule” to sign up.



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Frequent contact information

Important services	Phone number/ (if applicable)	Operation hours/website address (all times in Central time)
Humana Medicare-Medicaid Dual Provider Call Center	800-787-3311	Monday through Friday, 7 a.m. to 7 p.m.
Provider Claim Inquiry/Complaint Services	800-787-3311	Monday through Friday, 7 a.m. to 7 p.m.
Credentialing	IMPACT-State of IL 877-782-5565 (option 2, then option 1)	http://IMPACTinfo.illinois.gov
MMAI Enrollment Broker	877-912-8880 TTY: 866-565-8576	https://enrollhfs.illinois.gov
Preauthorization Assistance for LTSS Personal Emergency Response Services (PERS) Must be submitted to care coordinators	Please email HumLTSStransitions@humana.com .	
Illinois Department of Healthcare and Family Services—Medicaid/welfare fraud hotline	844-453-7283	http://www.illinois.gov/hfs
Humana Special Investigations Unit (SIU)— fraud, waste and abuse reporting	800-614-4126	Monday through Friday, 7 a.m. to 4 p.m.
Provider Payment Integrity (PPI) Customer Service —Confirm or remedy overpayment as well as inquire or review issues related to financial recoveries.	800-438-7885	Monday through Friday, 7 a.m. to 7 p.m.
Availity Essentials	800-282-4548 (800-AVAILITY)	Monday through Friday, 7 a.m. to 6:30 p.m., Eastern time Press 0 for live assistance
Humana Provider Relations Mailbox	Please email ILMCDProvRelations@humana.com .	

Important addresses

Humana department	Address
Provider correspondence/claims	Humana Attn: IL LTSS Provider Correspondence P.O. Box 14601 Lexington, KY 40521-4601
Provider complaints	Humana Attn: Provider Complaints P.O. Box 14601 Lexington, KY 40521-4601



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Member grievances and appeals	Humana Health Plans P.O. Box 14546 Lexington, KY 40512-4546
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Member ID card samples

Please ask members to present their ID card at the time of service.



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

Only those services deemed medically necessary will be covered. **All services require an authorization.** It is important that the provider submits the LTSS authorization request to: HumLTSStransitions@humana.com. Each member will be assigned a care coordinator who will facilitate the authorizations. PERS must be submitted to care coordinators by sending an email to HumLTSStransitions@humana.com. If you would like additional information regarding care coordination services, please call Humana MMAI Customer Care at 800-787-3311. Do not submit LTSS authorizations via Availity Essentials.

Humana basic billing guidelines

- LTSS claims must be submitted with proper date sequence and include charges for only a single month.
- LTSS claims must be submitted with proper daily date of service sequence for the per-day unit allowance.
 - Homemaker services are allowed in 15 minutes increments up to the allowable time per date of service.
- Facility room and board claims require a revenue code.
 - Temporary leaves of absence or bed reserves at the facility also require revenue codes.
 - Leave-of-absence days require the use of the Revenue Code 74-Occurrence Span.
- Patient credit/responsibility is based upon the amount listed in the Department of Health Services (DHS) website and is updated by the DHS caseworkers.
- Room and board is the only covered LTSS hospice service when the member resides in a skilled nursing facility (SNF). All other hospice care should be billed through Medicare.

Top claim denial reasons

- Incorrect or missing member ID or demographics
- Member missing from patient credit file
- Patient having other insurance

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- Missing or incorrect National Provider Identifier (NPI) number or Tax Identification number (TIN)
- Authorization on file does not include ALL days and units billed
- Missing or incorrect service codes or service dates

LTSS MMAI claims submission

Claim submission information
<p>*Please refer to the Humana—LTSS Claims Billing Guide at Illinois Long-term Service and Supports (LTSS)</p> <p>Humana payer IDs Claims: 61101 Encounters: 61102</p> <p>Submit claims directly and at no cost through: 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>

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

Clearinghouse vendor name	Website
Availity Essentials—Humana’s preferred vendor	www.availity.com
Change Healthcare	www.changehealthcare.com
TriZetto®	www.trizetto.com
SSI Group	www.thessigroup.com



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Humana's annual compliance training requirements

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

There are a variety of educational resources available at [Humana.com/ProviderCompliance](https://www.humana.com/providercompliance), including:

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

More information is available at [Humana.com/ProviderCompliance](https://www.humana.com/providercompliance).

Humana's LTSS home- and community-based services

Humana is here to support the patient's needs and daily living activities. A Humana care coordinator will manage these services. Waiver services patients may qualify for include:

- Adaptive equipment rental and purchase
- Adult day service and transportation
- Day habilitation
- Home-delivered meals
- Agency and individual home health aide/certified nursing assistant (CNA)
- Home health intermittent nursing registered nurse (RN), licensed practical nurse (LPN) (agency provider)
- Home health intermittent nursing RN, LPN (individual provider)
- Homemaker and homemaker w/insurance
- Home modification (environmental accessibility adaptations)
- Nursing/LPN (agency and individual)
- Nursing (multi-customer)
- Nursing/RN (agency and individual)
- Occupational therapy
- Physical therapy
- Speech therapy (home and hospital)
- Personal assistant
- PERS/Installation and monthly service
- Prevocational services
- Respite/adult day service
- Respite/adult day service transportation
- Respite/CNA for medically fragile/technology dependent (MFTD) patient
- Respite/homemaker
- Respite/RN and LPN
- Respite/Personal assistant
- Supported employment
- Supported-living facility
- Nursing facility