

Humana Healthy Horizons™ in Kentucky



Provider Resource Guide

Online self-service

A variety of healthcare provider resources is available on the public website at [Humana.com/Provider](https://www.humana.com/Provider) (no registration required). Check [Humana.com/HealthyKY](https://www.humana.com/HealthyKY) for Medicaid-specific materials, communications and quality resources, including:

- Claims resources
- Network notices
- Pharmacy resources
- Provider publications, including the provider manual, newsletters and program updates
- Provider relations representative assignments
- Provider training materials
- Quality resources

Healthcare providers who want to work with Humana Healthy Horizons in Kentucky online can register for Availity Portal at no cost.

This multipayer portal allows providers to interact securely with Humana Healthy Horizons in Kentucky and other participating payers without needing to learn multiple systems or remembering different user IDs and passwords for each payer. Many Humana Healthy Horizons in Kentucky-specific tools are accessible from Availity Portal.

To find out more, call Availity at 800-282-4548 or visit [Availity.com](https://www.availity.com). Availity allows users to:

- 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 **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.

Medicaid prior authorization list

Humana Healthy Horizons in Kentucky requires prior authorization for certain services to facilitate care coordination and to confirm that the services are provided according to Kentucky Department of Medicaid Services (DMS) coverage policies. To determine if prior authorization is required for a patient with Humana Healthy Horizons in Kentucky, 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 or speech therapy services for Humana Healthy Horizons in Kentucky.

Frequent contact information

Important numbers	Contact information	Hours of operation (All times Eastern)
Provider and enrollee services	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	888-285-1114 Fax: 833-974-0059	Monday through Friday, 8 a.m. to 8 p.m.
MedImpact Pharmacy Benefit Manager MedImpact Universal Prior Authorization form available at https://kyportal.medimpact.com	844-336-2676 Fax: 858-357-2612	
Medication intake team (prior authorization for medication administered in medical office)	866-461-7273 Fax: 888-447-3430	Monday through Friday, 8 a.m. to 6 p.m.
Claim payment inquiries	800-444-9137	Monday through Friday, 7 a.m. to 7 p.m.
Availity	800-282-4548 (800-AVAILITY)	Monday through Friday, 8 a.m. to 7:30 p.m.
Care Management Referrals and Assistance	KYMCDCaseManagement@humana.com	
Kentucky DMS Provider Services department	855-824-5615	
Fraud, waste and abuse reporting	Phone number	Hours of operation (All times Eastern)
Humana	800-614-4126	
Kentucky Cabinet for Health and Family Services Office of the Inspector General	800-372-2970	Monday through Friday, 8 a.m. to 4:30 p.m.

Humana Healthy Horizons in Kentucky is a Medicaid product of Humana Health Plan Inc.

Important addresses

Humana department	Address
Dental and vision grievances and appeals	Avesis Third Party Administrators Inc. Attn: Complaint Appeal and Grievances P.O. Box 38300 Phoenix, AZ 85069-8300
Dental and vision prior authorization appeals	Avesis Third Party Administrators Inc. Attention: Utilization Management Appeals P.O. Box 38300 Phoenix, AZ 85069-8300
Provider correspondence	Humana Attn: Provider Correspondence P.O. Box 14601 Lexington, KY 0521-4601
Provider claims dispute	Humana Attn: Provider Complaints P.O. Box 14601 Lexington, KY 40521-4601
Provider/enrollee grievances and appeals	Humana Health Plans Attn: Grievances and Appeals P.O. Box 14546 Lexington, KY 40512-4546
Paper claims	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
Paper encounters*	Humana Encounters P.O. Box 14605 Lexington, KY 40512-4605
Quality improvement program	Humana Quality Operations Compliance and Accreditation Department 321 W. Main St., WFP 20 Louisville, KY 40202
Provider demographic changes	Email ProviderDevelopmentKYWV@Humana.com

*For healthcare providers in a capitated agreement with Humana, such as independent practice associations (IPAs), please submit encounter codes for services rendered to enrollees.

Other network information

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

Claims process by coverage

Coverage type	
Medical, behavioral health and chiropractic	<p>Humana payer IDs Claims: 61101 Encounters: 61102</p> <p>Submit claims directly and at no cost through: Avality.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>
Dental	<p>Avesis – Submit dental claims to: Avesis Third Party Administrators Inc. ATTN: Humana Health Plan – Dental claims P.O. Box 38300 Phoenix, AZ 85069-8300 Avesis.com</p>
Vision	<p>Avesis – Submit vision claims to: Avesis Third Party Administrators Inc. ATTN: Humana Health Plan – Vision claims P.O. Box 38300 Phoenix, AZ 85069-8300 Avesis.com</p>

Humana Healthy Horizons in Kentucky is a Medicaid product of Humana Health Plan Inc.

Behavioral Health and Medical Claims Issue Resolution – effective Sept. 1, 2021

For issue resolution of both Medicaid behavioral health- and medical-related claims issues, please call Provider Services at **800-444-9137** and obtain a call reference number.

If your claim issue is not resolved, please email KYMedicaidProviderRelations@Humana.com and copy your [Provider Relations Representative](#) with:

- A description of your issue
- The call reference number (only one per issue)
- This [claims submission form](#) filled in with your claim examples

If you have a large volume of claims for the same issue, you need only provide a few examples. Humana will pull a report to capture any other affected claims.

Web resources available:

- Humana Healthy Horizons in Kentucky Provider Manual – [Humana.com/provider/news/publications](https://www.humana.com/provider/news/publications)
- Humana Prior Authorization List – [Humana.com/PAL](https://www.humana.com/PAL)
- Availity Provider Portal – [Availity.com](https://www.availity.com)
- Provider Relations Representative Assignment Map by County
- Provider Newsletters
- Network Notices
- Training Materials

Enrollee ID card samples

Your Humana Healthy Horizons in Kentucky-covered patients received new enrollee ID cards with new group numbers. Their enrollee and Medicaid ID numbers remain the same. Please ask enrollees to present their 2021 ID card at the time of service.

Humana | Healthy Horizons™ in Kentucky
A Medicaid product of Humana Health Plan, Inc.

ENROLLEE NAME
Enrollee ID: HXXXXXXXXX

Medicaid ID#: XXXXXXXX Group #: KYM01
Date of Birth: XX/XX/XX RxBIN: 023880
Effective Date: XX/XX/XX RxPCN: KYPROD1

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

Mediimpact

Enrollee/Provider Service: 1-800-444-9137
TTY, call 711

Enrollee Behavioral Health Crisis Line: 1-833-801-7355
Pharmacy Services for Enrollees/Providers: 1-800-210-7628
Pharmacy Prior Authorization: 1-844-336-2676
24 Hour Nurse Line: 1-800-648-8097

Please visit us at Humana.com/HealthyKentucky
For online provider services, go to www.availity.com

Please mail all claims to:

Humana Medical
P.O. Box 14601
Lexington, KY 40512-4601

Humana | Healthy Horizons™ in Kentucky
Un producto de Medicaid de Humana Health Plan, Inc.

NOMBRE DEL AFILIADO
Identificación del afiliado: HXXXXXXXXX

N.º de identificación de Medicaid: XXXXXXXX N.º de grupo: KYM01
Fecha de nacimiento: XX/XX/XX RxBIN: 023880
Fecha de vigencia: XX/XX/XX RxPCN: KYPROD1

Nombre del PCP: XXXXXXXXX
Teléfono del PCP: (XXX) XXX-XXXX

Mediimpact

Servicio para afiliados/proveedores: 1-800-444-9137
TTY, llame al 711

Línea de crisis de salud del comportamiento para afiliados: 1-833-801-7355
Servicios de farmacia para afiliados/proveedores: 1-800-210-7628
Autorización previa de farmacia: 1-844-336-2676
Línea de enfermería las 24 horas: 1-800-648-8097

Visítenos en: espanol.humana.com/HealthyKentucky
Para obtener servicios para proveedores en línea, visite www.availity.com

Envíe todas las reclamaciones por correo postal a:

Humana Medical
PO Box 14601
Lexington, KY 40512-4601

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 website	Phone number
Availity	800-282-4548
Change Healthcare	800-792-5256
Trizetto®	800-969-3666
SSI Group	800-880-3032
Humana payer IDs	
Fee-for-service claims	61101

Humana Healthy Horizons in Kentucky is a Medicaid product of Humana Health Plan Inc.

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 Healthy Horizons in Kentucky Medicaid Provider Orientation and Training](#)
- [Health, Safety and Welfare Training](#)
- [Cultural Competency](#)
- General Compliance and Fraud, Waste and Abuse Training
- Ethics Every Day for Contracted Healthcare Providers and Third Parties (Standards of Conduct)

These trainings can be found by visiting [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance) or on [Availity.com](https://www.availity.com).

Be sure to complete the “Medicaid Partner Training Attestation” form to ensure completion is documented.

More information is available at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance). See the [Medicaid Training and Orientation for Kentucky](#) for further guidance.

Covered services

Humana Healthy Horizons in Kentucky, 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, physician assistants, federally qualified health centers (FQHCs), primary care centers and rural health clinics (RHCs)
- Medications administered in an office, clinic, hospital or home setting
- Organ transplant services not considered investigational by the 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 administered in an office, clinic, hospital or home setting
- Podiatry services
- Preventive health services, including those currently provided in public health departments, FQHCs/primary care centers and RHCs
- Residential psychiatric treatment facilities (Level I and Level II)
- Specialized case management services for enrollees with complex chronic illnesses (includes adult and child targeted case management)
- Access to 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

Go365™ for Humana Healthy Horizons

Go365 for Humana Healthy Horizons is a wellness program that offers enrollees the opportunity to earn rewards for taking healthy actions. Most of the rewards are earned and awarded when Humana Healthy Horizons in Kentucky receives a provider's claim for services rendered.

Humana Healthy Horizons in Kentucky recommends that all providers submit their claims on behalf of an enrollee by the end of February 2022. This allows enrollees time to redeem their reward(s). Humana Healthy Horizons in Kentucky publishes billing guidelines on [Humana.com/HealthyKY](https://www.humana.com/HealthyKY) for these services. For more information on Go365 for Humana Healthy Horizons added benefits, please see our [provider manual](#).