

Network Notification

Real-time Reporting for Private Duty Nursing Services and Claims Submission Process Revisions

Thank you for the support and care you provide to our members who use private duty nursing services. To help ensure members receive their well-deserved care, we've created a real-time reporting mechanism to alert us to private duty nursing services issues or concerns.

If you have issues or concerns about the private duty nursing services our members receive, please report them to our pediatric care management team by email at HumanaFLMedicaidPEDPDN@Humana.com.

In your email, please include the following information:

- Member name
- Member date of birth
- Humana member ID number
- Medicaid ID number
- Private duty nursing agency name
- Private duty nursing agency phone number
- Your issue and/or concern
- How you resolved the issue/how we can help

AHCA EVV revision impact on Humana provider claim submissions

In November 2020, the Agency for Healthcare Administration (AHCA) issued provider guidance regarding revisions to its minimum electronic visit verification (EVV) thresholds and compliance timelines.

In accordance with this directive, Humana will deny provider claims with dates of service on or after Dec.4, 2020, that are submitted to the plan outside of HHAeXchange by those who submit less than 25% of their personal care services or home health services claims through HHAeXchange. The measurement of less than 25% EVV compliance will be based on a quarterly historical look-back period.

NOTE: Denied claims can be resubmitted via HHAeXchange and processed as a corrected claim.

If you have questions about AHCA's guidance, HHAeXchange, or other aspects of this policy change, please email FLMedicaidResolution@Humana.com.

Thank you for partnering with us on our members' health and wellness journey.

Humana Healthy Horizons in Florida