

# Humana Healthy Horizons™ in South Carolina



## Healthcare Provider Resource Guide

### Online self-service

A variety of healthcare provider resources are available on the public website at [Humana.com/Provider](https://www.humana.com/provider), no registration required. Medicaid-specific materials, communications and quality resources can be found at [Humana.com/HealthySC](https://www.humana.com/healthySC), including:

- Claims resources
- Network notices
- Pharmacy resources
- Provider publications – including the provider manual, newsletters and program updates
- Provider training materials
- Quality resources
- Health and wellness programs
- Clinical practice guidelines

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

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

To learn more, call Availity at 800-282-4548 or visit [Availity.com](https://www.availity.com). Availity lets you:

- Check eligibility and benefits
- Submit referrals and authorizations
- Check claim status
- Confirm/make claim submissions
- Receive remittance advice
- View member 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 866-432-0001. For training opportunities, please visit [Humana.com/ProviderSelfService](https://www.humana.com/providerselfservice) and select [View the](#)

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[webinar schedule to sign up for training](#) under **Training opportunities**.

## Medicaid prior authorization list

Humana Healthy Horizons in South Carolina requires prior authorization for certain services to facilitate care coordination and to confirm that the services are provided according to South Carolina Department of Health and Human Services (SCDHHS) coverage policies. To determine if prior authorization is required for a patient with Humana Healthy Horizons in South Carolina, physicians and other healthcare providers should review the South Carolina Medicaid Prior Authorization List online at [Humana.com/PAL](https://www.humana.com/PAL).

## Frequent contact information

Important numbers	Contact information	Hours of operation (All times Eastern)
<b>Provider services</b>	866-432-0001	Monday through Friday, 8 a.m. to 6 p.m.
<b>TTY for the hearing impaired</b>	711	
<b>Medical and behavioral health prior authorizations and utilization management</b>	866-432-0001 Fax: 833-974-0059	Monday through Friday, 8 a.m. to 6p.m.
<b>Medication prior authorizations</b> (step therapy, quantity limits and medication exceptions for medication supplied and billed through the pharmacy) <b>Online submission</b> available at <a href="http://www.covermy meds.com/epa/humana">www.covermy meds.com/epa/humana</a> Forms also available at <a href="https://www.humana.com/PA">Humana.com/PA</a>	800-555-2546 Fax: 877-486-2621	Monday through Friday, 8 a.m. to 8 p.m.
<b>Humana Pharmacy (mail order for maintenance medications)</b>	800-379-0092 (TTY:711) Fax: 800-379-7617	Monday through Friday, 8 a.m. to 11 p.m., and Saturday, 8 a.m. to 6:30 p.m.
<b>Medication intake team (prior authorization for medication administered in medical office)</b>	866-461-7273 Fax: 888-447-3430	Monday through Friday, 8 a.m. to 6 p.m.
<b>Humana Specialty Pharmacy</b>	800-486-2668 (TTY: 711) Fax: 877-405-7940	Monday through Friday, 8 a.m. to 11 p.m., and Saturday, 8 a.m. to 6:30 p.m.
<b>Claim payment inquiries</b>	866-432-0001	Monday through Friday, 8 a.m. to 6 p.m.
<b>Availity</b>	800-282-4548 (800-AVAILITY)	Monday through Friday, 8 a.m. to 7:30 p.m.
<b>Care Management Referrals and Assistance</b>	<a href="mailto:SCMCDCaseManagement@humana.com">SCMCDCaseManagement@humana.com</a>	
<b>South Carolina Department of Health and Human Services – Provider Service Center</b>	888-289-0709	
Fraud, waste and abuse reporting	Contact information	Hours of operation (All times Eastern)
Humana	800-614-4126	Available 24/7
South Carolina Department of Health and Human Services	<a href="https://www.scdhhs.gov/site-page/medicaid-fraud-costs-taxpayers-millions">https://www.scdhhs.gov/site-page/medicaid-fraud-costs-taxpayers-millions</a>	

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## Important addresses

Humana department	Address
<b>Provider correspondence</b>	Humana Attn: Provider Correspondence P.O. Box 14601 Lexington, KY 40521-4601
<b>Provider disputes</b>	Humana Attn: Provider Disputes P.O. Box 14601 Lexington, KY 40521-4601
<b>Member grievances and appeals</b>	Humana Attn: Grievances and Appeals P.O. Box 14546 Lexington, KY 40512-4546
<b>Paper claims</b>	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
<b>Paper encounters*</b>	Humana Encounters P.O. Box 14605 Lexington, KY 40512-4605
<b>Quality improvement program</b>	Humana Quality Operations Compliance and Accreditation Department 321 W. Main St., WFP 20 Louisville, KY 40202
<b>Provider demographic changes</b>	Medical and physical health providers email <a href="mailto:SCProviderUpdates@humana.com">SCProviderUpdates@humana.com</a> ; Behavioral health providers email <a href="mailto:SCBHMedicaid@humana.com">SCBHMedicaid@humana.com</a>

## Claims process by coverage

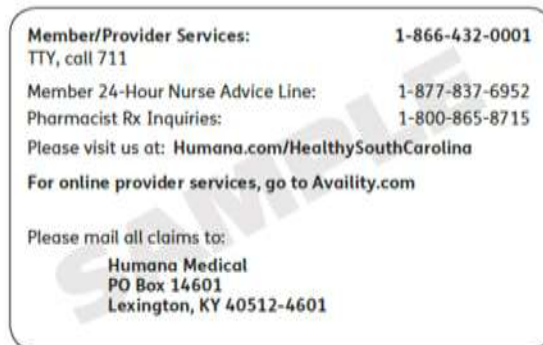
Coverage type	
<b>Medical and behavioral health</b>	<p><b>Humana payer IDs</b>            Claims: 61101            Encounters: 61102</p> <p><b>Submit claims directly at no cost through:</b>  <a href="https://www.availity.com">Availity.com</a></p> <p><b>File paper claims by mail to:</b>            Humana Claims Office            P.O. Box 14601            Lexington, KY 40512-4601</p> <p><b>File paper encounters by mail to:</b>            Humana Claims Office            P.O. Box 14605            Lexington, KY 40512-4605</p>
<b>Vision</b>	<p>Superior – Submit vision claims to:</p> <p>Superior            Attn: Claims Department            P.O. Box 967            Rancho Cordova, CA 95741</p>
<b>Pharmacy</b>	<p>To join Humana’s network, pharmacy providers can complete the application available at <a href="#">Pharmacy Forms and Manuals - Humana</a>, and fax to 866-449-5380 or email <a href="mailto:PharmacyContractRequest@humana.com">PharmacyContractRequest@humana.com</a>.</p>

## Web resources available:

- Humana Healthy Horizons in South Carolina 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 communications such as Newsletters and Network Notices – [Humana.com/HealthySC](https://www.humana.com/HealthySC)
- Training Materials – [Humana.com/providercompliance](https://www.humana.com/providercompliance)

## Member ID card samples

Patients covered by Humana Healthy Horizons in South Carolina received new Humana member ID cards. Please ask these patients to present their ID card at the time of service.



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
<a href="#">Availity</a>	800-282-4548
<a href="#">Change Healthcare</a>	800-792-5256
<a href="#">Trizetto®</a>	800-556-2231
<a href="#">SSI Group</a>	800-820-4774
Humana payer IDs	
Fee-for-service claims	61101
Encounter claims	61102

## 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 South Carolina 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](http://Humana.com/ProviderCompliance) or on [Availity.com](http://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 [Humana Healthy Horizons in South Carolina Provider Manual](#) for further guidance.

## Covered services

Humana Healthy Horizons in South Carolina, through its contracted healthcare providers, is required to arrange for the following medically necessary services\* for each member, including:

- Abortions (coverage only when rape, incest or pregnancy endangering the woman's life is documented)
- Ambulance transportation
  - Transportation for out-of-state medical services
- Ancillary medical services
- Audiological services
- MCOs are responsible for the full array of behavioral health services set forth in the following manuals\*:
  - Autism Spectrum Disorder Provider Manual
  - Hospital Services Provider Manual
  - Licensed Independent Practitioner's Provider Manual
  - Psychiatric Residential Treatment Services located in the Psychiatric Hospital Services Provider Manual
  - Clinic Services Manual
  - Physicians, Laboratories, and Other Medical Professionals Provider Manual
  - Rehabilitative Behavioral Health Services Provider Manual
  - Community Mental Health Clinics
  - Psychiatric Residential Treatment Facilities (PRTF) Authorization and Members Relocating While Receiving PRTF Services

\*These manuals can be found at [www.scdhhs.gov](http://www.scdhhs.gov).

- Chiropractic services; limited to manual manipulation of the spine to correct a subluxation
- Communicable disease services
- Durable medical equipment (DME)
- EPSDT/Well-child visits
- Emergency/Post-stabilization services
- Family planning services
- Home health
- Hysterectomies
- Independent laboratory and X-ray services
- Inpatient hospital services
- Institutional long-term care (LTC) facilities/nursing homes (NFs)
- Maternity services
- Outpatient services
- Physician services
- Pharmacy/prescription drugs
- Rehabilitative therapies for children – nonhospital-based
- Sterilization services

- Substance abuse
- Telehealth services
- Transplant and transplant-related services
- Vision care
- Additional services

## Go365™ for Humana Healthy Horizons

Go365 for Humana Healthy Horizons is a wellness program that offers Humana members the opportunity to earn rewards for taking healthy actions. Most of the rewards are earned and awarded when Humana Healthy Horizons in South Carolina receives a provider's claim for services rendered. Humana Healthy Horizons in South Carolina recommends that all providers submit their claims on behalf of a member by the end of August 2022. This allows members time to redeem their reward(s). Humana Healthy Horizons in South Carolina publishes billing guidelines for these services on [Humana.com/HealthySC](https://www.humana.com/HealthySC). For more information on Go365 for Humana Healthy Horizons added benefits, please see our [provider manual](#).