

# Florida New Horizon Provider Newsletter

## Volume I

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### Introducing Humana Healthy Horizons in Florida

Something new is on the horizon for Humana Medicaid health plans.

Effective April 1, 2021, Humana Florida Medicaid is Humana Healthy Horizons™ in Florida. The new name reflects our goals of not only helping our members achieve their best health and live their best lives, but also of giving you the support you need to provide quality care. The name has changed, but the strength and stability of Humana remain the same.

Humana Healthy Horizons is more than a health plan. It's our commitment to providing what you need to give our members the best care possible. See our [Humana Healthy Horizons in Florida Introduction](#) for more information.

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in Florida



## Coronavirus Coverage COVID-19 updates

Humana is committed to supporting your patient care and is closely monitoring coronavirus disease 2019 (COVID-19). Please visit [Humana.com/FLCOVID](https://www.humana.com/FLCOVID) for the latest updates and notices.



## COVID-19 State of Emergency Vaccine Administration

Humana and the Agency for Health Care Administration (AHCA) are committed to ensuring that Medicaid recipients receive the medical care necessary to prevent and treat the 2019 novel coronavirus (COVID-19). [This alert](#) details Medicaid coverage of the COVID-19 vaccines and covers the topics below:

- Eligible Recipients and Exclusions
- No Prior Authorization or Copayments
- Eligible Provider
- Provider Requirements
- Fee-for-service Billing and Reimbursement
- Health Plan Billing and Reimbursement

## Virtual Care (Telemedicine) Services with MDLIVE®

Our members can now connect with doctors 24 hours a day, seven days a week, via virtual visits with MDLIVE. All MDLIVE doctors are board-certified, state-licensed experts in conducting virtual patient visits with their patients. For more information about MDLIVE, please visit [Humana.com/FloridaVirtualCare](https://www.humana.com/FloridaVirtualCare).

## Go365 for Humana Healthy Horizons in Florida

We designed Go365® for Humana Healthy Horizons™ to help our members live and age well. For each eligible, completed Go365 activity, members can earn and redeem rewards for gift cards in the Go365 in-app mall. For more information, please see our [educational flyer](#).

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## Humana disease management and complex case management programs

Humana offers a variety of programs for patients who need care for complex medical situations or support for chronic conditions. Through these initiatives, care managers collaborate with physicians and other healthcare professionals to help patients continue to live safely at home while addressing their physical, behavioral, cognitive, social and financial needs. Patients who enroll in a Humana case management or chronic care program are assigned a care manager who supports them by phone. Eligible members also receive home visits. The manager's goal is to anticipate patient needs and problems, encourage preventive care and prevent costly interventions. This goal is achieved through home safety assessments and evaluations of patient medical, functional and psychosocial statuses.

Humana chronic condition programs include cancer, diabetes, congestive heart failure, hypertension, asthma, HIV+/AIDS, mental health and substance abuse.

Information about the disease management and complex case management programs is available in the [provider manual](#). To obtain more information about available programs, member referral or to provide feedback, please call **800-322-2758**. Hours of operation are Monday through Friday, 8:30 a.m. to 5 p.m. Eastern time.

### Member Rights and Responsibilities

All Humana-covered patients have certain rights and responsibilities when being treated by Humana-contracted healthcare professionals. These rights are outlined in Humana's Rights and Responsibilities statement. Humana asks participating healthcare professionals to display a copy of the Rights and Responsibilities statement in their offices. A copy of the statement is available in the [provider manual](#). A printed copy of the manual can be obtained by calling Provider Relations at **800-626-2741**, Monday through Friday, 8 a.m. to 5 p.m. Central time.

### Quality improvement (QI) program

Humana has a comprehensive quality improvement program that encompasses clinical and preventive care, population health management and health plan administrative functions.

To receive a written copy of Humana's quality improvement program and its progress toward goals, submit a request to the following address:



**Quality Operations Compliance and  
Accreditation Department – QI Progress Report**

321 W. Main St., WFP 20  
Louisville, KY 40202



## Quality Corner

### OB-GYN Rewards Program

The 2021 OB rewards program helps promote quality care improvement and recognizes OB-GYN providers who work with us to provide superior care to our expectant members.

**OB providers can earn a payment reward by achieving the following targeted metric goals:**

- Prenatal visit average
- Primary cesarean section rate
- Post-partum visit rate
- Preterm delivery rate

This program is for OB-GYN providers who have not participated in the MMA OB Provider Incentive Program (MPIP) during either 2020 or 2021, and have delivered 30 or more babies with Humana during 2021. Quality care is a team effort. Our wish is to have ongoing collaborative efforts toward improving patient health outcomes. If you have any questions regarding OB initiatives or the OB rewards program, please contact the OB quality nurse at **954-235-0521**.

#### Vaccination Initiatives, Billing, and Service Guidelines

Due to the COVID-19 pandemic, many children and adolescents are missing important well-care visits and immunizations. To combat this decline in well-child immunization rates, we are asking you to help ensure that children (particularly those younger than 24 months) are vaccinated on time. For information on how you can support the initiative to increase vaccination rates and raise awareness, please see our [Immunization: Power to Protect flyer](#).

Humana is committed to providing MediKids vaccines to children and ensuring we have the mechanisms in place to provide you with the most efficient billing and payment process. For guidance on MediKids vaccines billing, claims and reimbursement, please see our [MediKids Vaccines Billing and Service Guidelines](#).

#### Flu Season Information and Billing Codes

It is important to encourage your patients to get vaccinated every year to help protect themselves and those around them. Plus, Humana Healthy Horizons in Florida members receive their yearly flu vaccine at no cost to them. For more information about flu vaccines, including guidance on billing and payment, please see our [Flu Vaccinations: A Simple Way to Save Lives flyer](#).

### Closing HEDIS measure care gaps via telemedicine

To support providers in caring for their Humana Healthy Horizons™ patients and promote both patient and provider safety, Humana recently broadened the scope of telemedicine services. This expansion helps you satisfy a number of Healthcare Effectiveness Data and Information Set (HEDIS®) measures. To find out how you can positively impact additional HEDIS measures, please see our [Closing HEDIS measure care gaps via telemedicine flyer](#).

### Using Virtual Visits for Annual Well Visits

Use of virtual (telemedicine) visits has increased, particularly during the COVID-19 pandemic. More physicians are adopting virtual visits as part of their regular practices, due in large part to technological advancements and reimbursement improvements for these virtual care services. The audio and visual two-way interactive communication that virtual visits allow can be enough to address many health concerns and satisfy certain elements of annual well visits.

Physicians should use virtual visits to ensure their patients are adhering to their well-visit schedules. For more information, see [our flyer](#).



## Epidural Anesthesia Billing Guidelines

**Did you know that Florida Medicaid requires providers billing for epidural anesthesia (procedure codes 01967 and/or 01968) to include the number of units on the claim form based on the total anesthesia service time?** Any portion of a 15-minute increment equals one unit.

Per these guidelines, Humana will reimburse for this service up to 360 minutes (24 units) for CPT code 01967 (epidural anesthesia for a vaginal delivery) and one unit of 01968 (anesthesia for cesarean delivery after failed vaginal delivery).

AHCA's guidance link will take you to the Florida Administrative Register website where the [Service-specific Policy](#) is located.

- Section 5.2 – Specifics of Non-covered Criteria
- Section 8.3 – 8.3.3 Billing instructions

See [AHCA's specific policy site](#) for more details.



## 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](#).

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

Entities that bill Humana for Medicaid-compensable services provided to recipients by all Medicaid provider types must be active and enrolled as Medicaid providers, or have limited enrollment status. To meet AHCA requirements, Humana can pay only those claims and/or encounters submitted by physicians and healthcare providers with valid Medicaid enrollment. Physicians and other healthcare professionals can verify their enrollment via the Provider Master List (PML) on the [AHCA website](#).

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



## MMA Physician Incentive Program (MPIP)

The MMA Physician Incentive Program promotes quality of care for our Medicaid members and recognizes 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 5) effective date: Oct. 1, 2020, to Sept. 30, 2021**

For MPIP Year 5, any newly identified eligible and qualified provider will receive a Humana qualification letter at the beginning of the program year or during the re-assessment period.

In April 2021, Humana will reassess all eligible providers to determine if any additional providers qualify for the Incentive Program.



**Important note:** All providers that qualified in MPIP Year 4 will remain qualified for MPIP Year 5 and be reimbursed at the MPIP rate through Sept. 30, 2021 (excluding opt outs).

For specific Humana qualification criteria, please visit [Humana.com/FLEducation](#). 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**.



## Florida Medicaid Provider Web Pages

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 - Effective 4/1/21
- MPIP information
- Frequent Medicaid provider updates
- Telemedicine information
- Provider Resource Guide
- 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/HealthyFL](https://www.humana.com/HealthyFL)**

## Diabetic Testing Supplies

To support you in the care of your patients, we are offering Humana Healthy Horizons in Florida patients\* one of the following meters and corresponding test strips at no cost:



### HP® TRUE METRIX® AIR by Trividia

- Bluetooth® technology
- No coding
- Tiny 0.5-mL sample size
- Results in four seconds



### Roche Accu-Chek Guide Me®

- Bluetooth® technology
- Small 0.6-mL sample size
- Results in four seconds



### Roche Accu-Chek Guide®

- Bluetooth® technology
- Small 0.6-mL sample size
- Results in four seconds



For more information, please see the **[full notice](#)** and visit **[Humana.com/FLPharmacy](https://www.humana.com/FLPharmacy)**.

\*This applies to Humana Healthy Horizons in Florida patients only.

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## Humana Making It Easier

**“Making It Easier for Physicians and Other Healthcare Providers”** is a series of educational presentations about Humana claims payment policies and processes.

Download the [Tools and Resources for Physicians and Other Healthcare Providers Resource Guide](#) to learn about Humana’s inventory of useful tools and resources, which can simplify your claims-related and other interactions with Humana.

Visit [Humana.com/MakingItEasier](https://www.humana.com/MakingItEasier) today, or [Availity.com](https://www.availity.com), in the Humana Payer Space under the Resources tab.

Look for the **STAY CONNECTED** widget on the Humana website and subscribe to be notified when new content is added.



## Humana 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
  - Go to [Availity.com](https://www.availity.com) to start your training.

For more information, visit [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance) or see the provider training section of our website at [Humana.com/FLTraining](https://www.humana.com/FLTraining).