



Healthy Horizons™
in Kentucky

Humana Healthy Horizons™ in Kentucky Preauthorization and Notification List (PAL)

After reading the applicability of the preauthorization requirements below, access services, codes and medication by selecting the appropriate link:

[To view the 2022 Kentucky Medicaid Medical \(physical health\)/Behavioral health preauthorization list, please click here.](#)

[To view the 2022 Kentucky Medicaid Medication preauthorization list, please click here.](#)

The following list describes services and medications that are commonly reviewed and may require additional clinical information. Medications include those delivered in the physician's office, clinic, outpatient or home setting.

Please note that the term "preauthorization"—also known as prior authorization, precertification and preadmission—refers to a process that requires healthcare providers to obtain advance approval from the plan as to whether an item or service may be covered.

"Notification" refers to the process by which a healthcare provider notifies Humana Healthy Horizons of Kentucky of the intent to provide an item or service. Humana requests notification to help coordinate care for Humana Healthy Horizons of Kentucky-covered patients. This process differs from preauthorization. Humana Healthy Horizons of Kentucky does not issue an approval or denial related to a notification.

Investigational and experimental procedures usually are not covered benefits. Please consult the enrollee's Certificate of Coverage or contact Humana Healthy Horizons of Kentucky for confirmation of coverage.

Important notes:

- **Humana Healthy Horizons in Kentucky enrollees:**
 - In addition to the information noted above, certain services outlined in the Humana Healthy Horizons in Kentucky Preauthorization and Notification List may not apply for practitioners affiliated with an independent practice association (IPA) via a capitated or delegated arrangement. Please refer to your provider agreement for clarification.
 - Exclusions may change. Please refer to [Humana.com/Provider](https://www.humana.com/Provider) for up-to-date information. Choose "Authorization/Referrals" and then the appropriate topic.
 - The below Preauthorization and Notification List applies only to Humana Healthy Horizons in Kentucky. This list does not apply to Humana commercial, Medicare or other state Medicaid plans.
- Urgent/emergent services do not require a referral or preauthorization. The absence of authorization and/or notification prior to the date of a service could result in financial penalties for the practice and reduced benefits for the enrollee,



Healthy Horizons™ in Kentucky

based on the healthcare provider's contract and the enrollee's Certificate of Coverage. Services or medications provided without preauthorization may be subject to retrospective medical necessity review. We recommend that an individual practitioner making a specific request for services or medications verify benefits and preauthorization requirements with Humana prior to providing services.

- **How to request preauthorization for medical and behavioral health services:**
Except where otherwise noted via links on the following pages, healthcare providers can request preauthorization online, by phone or by fax:
 - Online via Availity.com (registration required)
 - Phone via Humana Healthy Horizons of Kentucky's interactive voice response line (IVR) at 800-444-9137
 - Fax: Submit the preauthorization form at 833-974-0059

- **How to submit preauthorization requests managed by Tivity:**
 - Online through Tivity's portal at <https://www.wholehealthpro.com>
 - Phone: 866-430-8647, Monday – Friday, 8:30 a.m. – 5:30 p.m., Eastern time
 - Fax: 888-492-1025

- **How to submit preauthorization requests for advanced imaging services:**
 - Online: www.evicore.com.
 - Phone: 866-672-8115, Monday through Friday, 7 a.m. to 7 p.m., Eastern time
 - Fax: 800-540-2406

- **How to request preauthorization for medications:**
Except where noted below for adult oncology reviews, **healthcare providers can request preauthorization by phone or fax:**
 - Phone: 866-461-7273, Monday through Friday, 6 a.m. to 8 p.m., Eastern time
 - Fax: 888-447-3430 (request forms available at Humana.com/medPA)

- **For patients 18 and older, Humana Healthy Horizons of Kentucky partners with New Century Health for chemotherapy agent and supportive and symptom management drug preauthorization requests.**
 - For a list of applicable drugs, click [here](#).
 - Choose from the following options to submit a request for preauthorization to New Century Health:
 - Online: Log on to New Century Health's website at my.newcenturyhealth.com. Enter your username and password. If you have not yet received a username and password, call New Century Health at 855-427-1372 and select Option 1.



Healthy Horizons™ in Kentucky

- Phone: Call New Century Health's intake coordinator department at 855-427-1372 and select Option 1. Assistance is available Monday through Friday, 8 a.m. to 8 p.m., Eastern time.

- **This list is subject to change with notification.** However, this list may be modified throughout the year for additions of new-to-market medications or step-therapy requirements for medications without notification via U.S. postal mail.