

Florida New Horizon Provider Newsletter

Volume II



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Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan Inc.

Humana
Healthy Horizons™
in Florida

Introducing Humana Healthy Horizons in Florida

Effective April 1, 2021, Humana Florida Medicaid became Humana Healthy Horizons™ in Florida. The new name reflects our commitment to helping our members achieve their best health and providing what you need to give them the best care possible.

See our [Humana Healthy Horizons in Florida Introduction](#) for more information.

Telemedicine services with MDLIVE®

Our members can connect with doctors 24 hours a day, seven days a week, via virtual visits with MDLIVE. As virtual patient-visit experts, MDLIVE doctors can provide treatment for a variety of healthcare needs, including:

- Cold and flu symptoms
- Skin conditions
- Medication adjustments
- Prescription refills of many common drugs

While our members have access to this service, we also educate them about why and when to seek care from their primary care provider and/or a specialist, retail clinic, urgent care center or emergency room. For more information, 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.

Some of our Healthy Behaviors that eligible members can partake in to earn rewards include:

- Annual Wellness Visit
- Health Risk Assessment
- Moms First
- Substance abuse program
- Tobacco cessation
- Weight management
- Well Child Visit

For program details, please see our [educational flyer](#).

COVID-19 vaccine reward for members

Humana Healthy Horizons in Florida members 12 and older can qualify to earn **\$20 in rewards** after getting their COVID-19 vaccine.

- Our members who are 18 and older can qualify to earn **\$20 in rewards** through Go365 for Humana Healthy Horizons™
- Our members between the ages of 12 and 17 can earn a **\$20 gift card** after we receive a claim for the vaccine from their provider

For further details, including an FAQ, please visit [Humana.com/FLCOVID](https://www.humana.com/FLCOVID).



Health Risk Assessment

Our members can earn up to **\$20 in rewards** by completing the Health Risk Assessment (HRA).

By completing the HRA, our members:

- Tell us about their health and well-being
- Tell us about their health goals
- Share information about their health-related needs
- Give us an opportunity to pair them with a care manager who can help them reach their health and well-being goals

Please assist us in encouraging our members to complete the HRA in one of the following ways:

- Completing the HRA included in their welcome kit and returning it to us in the envelope provided
- Calling us at **855-351-7877 (TTY: 711)**
- Downloading the Go365 for Humana Healthy Horizons app and completing the HRA through the app
- Creating a [MyHumana](#) account and completing and submitting the HRA online

Addressing social determinants of health

Social determinants of health (SDOH) affect a wide range of health functions, quality-of-life outcomes and risk. SDOH include, but are not limited to:

- Employment and working conditions
- Food insecurity
- Housing quality and instability
- Income and social status
- Loneliness and social isolation
- Physical inactivity
- Transportation

Addressing social health needs alongside clinical needs improves the whole-person health of your patients. The following resources may help you identify, screen for and address SDOH in your patients:

[Food Insecurity SDOH Physician Quick Guide](#)

[Loneliness and Social Isolation SDOH Physician Quick Guide](#)

[SDOH Physician Quick Guide](#)

[Transportation SDOH Physician Quick Guide](#)

Educating pregnant members: vaginal delivery vs. C-section

It is important to educate our pregnant members so they can make informed decisions. Together, you and our pregnant members can develop their ideal birth plans. Overall, vaginal deliveries are more beneficial and safer for both moms and babies than C-section deliveries.

For more information about the benefits of delivering vaginally vs. via C-section and the programs Humana Healthy Horizons offers its pregnant members, visit [Humana.com/FloridaMoms](https://www.humana.com/FloridaMoms).

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
- Post-partum visit rate
- Preterm delivery rate
- Primary cesarean section 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 Horizons in Florida patients during 2021. If you have any questions regarding OB initiatives or the OB rewards program, please call the OB quality nurse at **954-235-0521**.

Vaccination initiatives, billing, and service guidelines

Support the initiative to increase child vaccination rates and raise awareness. Humana is committed to providing MediKids vaccines to children and ensuring we have mechanisms to provide you with the most efficient billing and payment process. Check out these useful resources:

[Immunization: Power to Protect flyer](#)

[MediKids Vaccines Billing and Service Guidelines](#)

[Vaccines for Children \(VFC\) Billing and Service Guidelines](#)

Utilization management program

The utilization management (UM) program helps guide patients with Humana coverage toward appropriate and cost-effective treatment options. It is important that physicians, other healthcare professionals and their patients know the following about the program:

- Humana does not reward healthcare professionals or other individuals for denying service or care
- UM decision-making is based only on appropriateness of care and service and existence of coverage
- Financial incentives for UM decision-makers do not encourage decisions that result in underutilization

Healthcare providers can obtain a copy of specific UM criteria by calling **800-223-6447**, Monday through Friday, 8:30 a.m. – 5:30 p.m., Eastern Time.

Provider-initiated member transfer-for-cause process

Healthcare providers can submit patient transfer requests, which must be handled in accordance with the contractual agreement established between the Agency for Health Care Administration (AHCA) and Humana.

A transfer request may be initiated because the member's and/or the member's authorized representative's behavior is disruptive, unruly, abusive or uncooperative to the extent that it seriously impairs the healthcare provider's ability to furnish services to either the member or other plan members. The following resources provide guidance and resources around the provider-initiated member transfer process:

[Florida Medicaid Provider Request to Transfer FAQ](#)

[Provider-Initiated Member Transfer Request Form](#)

Annual Medical Record Documentation Review

Humana Healthy Horizons annually conducts random medical record documentation reviews (MRDRs) to monitor compliance with regulatory agencies. [This document](#) lists the evaluated record elements and the criteria for satisfactory performance.

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](#).

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. 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](#).

Electronic visit verification in managed care mandatory

Effective for dates of service beginning June 21, 2021, Humana Healthy Horizons in Florida began to deny all claims for personal care services and home health services submitted outside HHAeXchange.

Claims for personal care services and home health services can only be processed outside of HHAeXchange on a case-by-case basis where there is a documented vendor system issue that prevents the healthcare provider from billing through HHAeXchange.

View AHCA's [full policy transmittal](#) and Humana's [full notice](#) for further details.



Humana
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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). Look for the STAY CONNECTED widget and subscribe to be notified when new content is added. You can also find Humana Making it Easier content in the Humana Payer Space under the Resources tab on [Availity.com](https://www.availity.com).

Florida Medicaid Provider web pages

[Humana.com/HealthyFL](https://www.humana.com/HealthyFL) has a variety of materials and resources to help you achieve your best success.

Materials and resources include:

- Provider Manual
- MPIP information
- Frequent Medicaid provider updates
- Telemedicine information
- Provider Resource Guide
- Expanded benefits
- Medicaid training
- Other useful materials

For the latest AHCA COVID-19 guidance and flexibilities, please visit [Humana.com/FLCOVID](https://www.humana.com/FLCOVID). We encourage you to visit our website frequently to stay up to date on the latest news and updates.

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).