



IMPORTANT REMINDER REGARDING ASSISTED LIVING AND SKILLED LIVING FACILITY (ALF/SNF) AUTHORIZATIONS

Dear valued provider:

Beginning April 8, 2022, the Humana Long-term Care Plan will fax authorizations for assisted living facilities, skilled nursing facilities and hospice services. The authorizations are an acknowledgment of the services you are authorized to provide; they are not required for claims payment. Please review the frequently asked questions (FAQs) below. If you have additional questions, please email LTCProviderrelations@humana.com or call 888-998-7735.

FAQs:

Q: How will this affect the way providers submit claims?

A: You will continue to submit claims via Availity Essentials. The authorizations are an acknowledgment of the services you are authorized to provide, they are not required for claims payment. Please join our monthly webinars for Availity Essentials training by signing up at <http://apps.humana.com/marketing/documents.asp?file=3058692>

Q: Are pre-admission screening and resident reviews (PASRRs) still a requirement?

A: Yes, this requirement has not changed. However, please be aware that financial recovery efforts begin if there is no PASRR on file. If you receive a financial recovery letter, please email PASRR immediately to LTCProviderrelations@humana.com with a copy of the financial recovery letter.

Q: Are occupancy reports still required?

A: This requirement has not changed. Facilities should be aware that financial recovery efforts begin if there is no occupancy report on file. If you receive a financial recovery letter, please email the occupancy report immediately to LTCProviderrelations@humana.com with a copy of the financial recovery letter. Refer to your Humana long-term contract for details of bed-hold eligibility.

We value your dedication to serving your Humana Healthy Horizons™ in Florida-covered patients.

Sincerely,

Betsy Dennis

Betsy Dennis
Associate Director, Provider Contracting, Humana Comprehensive LTC

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