

# Kentucky New Horizon

## Volume IV

December 2021



You can always find the most current Kentucky New Horizon issue by visiting [Humana.com/NewHorizon](https://www.humana.com/NewHorizon). We archive older newsletters and other New Horizon issues at [Humana.com/KYNotices](https://www.humana.com/KYNotices), for reference at any time.

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### Make sure enrollees know about no-cost flu shots

Flu season is here and Humana Healthy Horizons™ in Kentucky-covered patients can get a flu vaccine at no cost to them. Please offer them a flu vaccine on their next visit to promote being proactive as the best way to stay healthy. For more information or resources, visit [Humana.com/FightFlu](https://www.humana.com/FightFlu).

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## Reduce health disparities by addressing cultural and linguistic diversity

Enrollees who are Limited English Proficient (LEP) may have trouble interacting with their healthcare team, which can lead to poor chronic disease management, poor adherence to medication regimens, hospitalizations and poor health outcomes.

In accordance with federal and state regulations regarding accessibility and effective communication, providers are responsible for providing over-the-phone interpretive services to LEP enrollees or in-person/video remote interpretive services for disabled LEP enrollees.

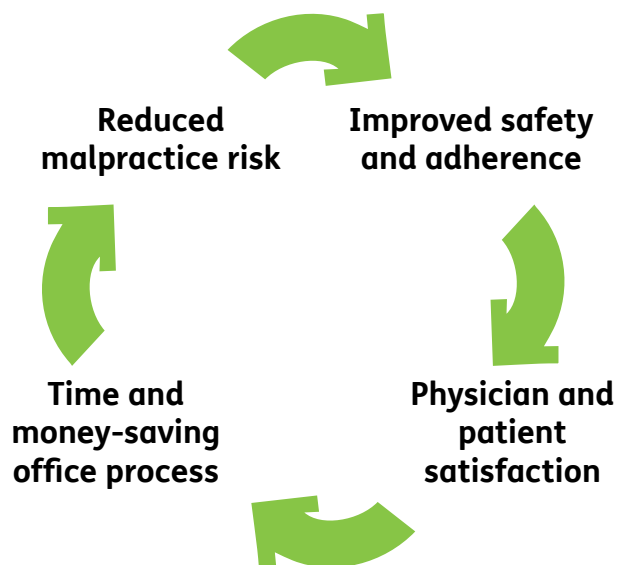
If an enrollee requires assistance with over-the-phone or sign language interpretation, please call **877-320-2233**.

Knowing how to work with LEP individuals is essential. The following evidence-based recommendations can help:

- Use a variety of instruction methods
- Encourage questions and use of Ask Me 3
- Use Teach-back tool

Humana's cultural competency training provides instruction on Ask Me 3 and the teach-back tool. Be sure to complete your annual Cultural Competency Training. You can access the training at [Humana's cultural competency training](#).

## Positive outcomes of clear communication



Adapted from Health Industry Collaboration Effort Inc. (ICE), a California nonprofit public benefit corporation organized and operated exclusively for educational and charitable purposes related to common concerns

Find out more by visiting [Language Assistance Services and Diversity](#).

For additional information on laws and regulations, please visit:

U.S. Department of Health and Human Services: [HHS.gov](https://www.hhs.gov)

[Civil Rights Section 1557: Frequently Asked Questions](#)

U.S. Department of Justice Civil Rights Division: [ADA.gov](https://www.ada.gov)

[ADA Requirements: Effective Communication](#)

## Start colorectal cancer screenings at 45 despite COVID-19 challenges

Colorectal cancer is the second most common cause of cancer-related death in the United States, according to the American Cancer Society (ACS). To battle this fearsome, yet often undetected, disease, the ACS now recommends that people of average risk for colorectal cancer start regular screening at age 45.

Unfortunately, the COVID-19 pandemic continues to delay many elective procedures including colorectal cancer screenings. Humana Healthy Horizons in Kentucky supports education efforts to inform enrollees of colorectal cancer risks and the various screening options available to them, all with the goal of improving outcomes and reducing morbidity and mortality.

As we approach possible shifts in COVID-19 transmission patterns, enrollees can benefit from multiple safety precautions that healthcare facilities and providers have to protect against the spread of COVID-19. Enrollees who are concerned about COVID-19 can make informed decisions on their care options and have sufficient time to weigh risk of infection against the risk of not screening for cancer, as the ACS recommends. Shifting COVID-19 risks and changing screening standards for colorectal cancer mean conducting timely outreach with our enrollees and healthcare providers is more important than ever.

## Help keep your PCP panel status current

Humana Healthy Horizons in Kentucky monitors enrollee claim history and utilization and may periodically update primary care physician (PCP) assignments of enrollees who establish a relationship with another PCP.

PCP assignment updates ensure enrollee ID cards and our records accurately reflect enrollee PCP preferences.

Humana Healthy Horizons-participating PCPs select a PCP panel status that determines the ability of the PCP to receive enrollee assignments. A PCP's panel status is categorized as one of three options: open, established or frozen.

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	Open	Established	Frozen
Auto-assignment of new enrollees	Yes*	No	No
Enrollee-selected PCP assignment Yes	Yes	Yes	Yes†
Maintain existing enrollee assignments	Yes	Yes	Yes

\*When an enrollee has not made a selection, their initial PCP assignment can be determined by:

- Prior PCP relationship, if PCP is participating with Humana Healthy Horizons in Kentucky
- Existing PCP among family relationships
- Geographic proximity to available primary care physicians

†PCP office must approve by acknowledging that enrollee has established a relationship with the PCP.

PCPs can email Humana Healthy Horizons in Kentucky at [KYMedicaidProviderRelations@Humana.com](mailto:KYMedicaidProviderRelations@Humana.com) to modify their PCP panel status.

### **Involuntary enrollee dismissals from PCP practice**

There may be times when an enrollee may not be a good match for a provider or might be living through circumstances that make it difficult to abide by established provider-enrollee protocols.

PCPs have the right to request an enrollee's disenrollment from their practice and their reassignment to a new PCP in the following circumstances:

- Incompatibility of the PCP-enrollee relationship
- Enrollee has not utilized a service within one year of enrollment in the PCP's practice, and the PCP documents unsuccessful contact attempts by mail and phone on at least six separate occasions during the year
- Inability to meet the medical needs of the enrollee

Find more details in the Involuntary Dismissal section of the [2021 Humana Healthy Horizons in Kentucky Provider Manual](#).

### **Stay up to date on children's vaccine program claims**

The Vaccines for Children (VFC) program helps families by providing vaccines at no cost to eligible children through public and private providers enrolled in the program. The program, administered nationally through the Centers for Disease Control and Prevention and the National Immunization Program, contracts with vaccine manufacturers to buy vaccines at reduced rates.

All vaccines recommended by the Advisory Committee on Immunization Practices are available through the VFC program. The Kentucky Immunization—part of the Department for Public Health—manages the VFC program at the state and local levels, working closely with providers to help develop and implement systems to assess and increase immunization levels statewide.



**Children 18 and younger who meet one or more of the following criteria are eligible:**

- Medicaid eligible
- Uninsured
- American Indian or Alaska Native
- Underinsured are eligible for vaccines through federally qualified health centers or local health departments

Humana Healthy Horizons in Kentucky seeks to support these important vaccination efforts for children and encourages healthcare providers to learn about program enrollment by downloading the most recent [VFC provider manual](#).

For current policy information on claim payments, visit our [claims page](#). Humana Healthy Horizons in Kentucky's billing requirements and reimbursement for state-supplied vaccines are also outlined in [these policies](#).

Get the latest policy and notification updates on our provider communications and network notices [page](#).

**More Humana claims and policy resources found on the [Humana Healthy Horizons in Kentucky webpage](#).**

Resource	Description
<a href="#">Availability</a>	Providers can register for access to information on a variety of topics such as eligibility, benefits, referrals, authorizations, claims and electronic remittances
<a href="#">Claims processing edit notifications</a>	Alerts of upcoming claims payment changes are posted on the first Friday of each month
<a href="#">Claims resources</a>	Providers can find information on referrals, authorizations, electronic claim submissions and more
<a href="#">Medical and pharmacy coverage policies</a>	Humana publishes determinations of coverage of medical procedures, devices and medications for the treatment of various conditions. Plan coverages may vary

## HEDIS tools can help improve compliance rate in mental health

### Diabetes screening for schizophrenia or bipolar disorder enrollees

People with schizophrenia or bipolar disorder who use antipsychotic medications are at higher risk of diabetes, which increases the importance of screening and monitoring affected patients. The Healthcare Effectiveness and Information Data Set (HEDIS®) measure, Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD), assesses the percentage of enrollees 18 to 64 with schizophrenia, schizoaffective disorder or bipolar disorder who were dispensed an antipsychotic medication and had a diabetes screening test.



### What can providers do to improve the compliance rate?

- Educate enrollees and caregivers about the increased risk of diabetes with antipsychotic medication, the importance of screening for diabetes, and symptoms of new onset diabetes
- Order a diabetes screening annually and complete during the visit when possible
- Communicate and coordinate care between primary care and behavioral health practitioners by requesting or communicating test results
- Reach out to enrollees who cancel appointments and assist with rescheduling as soon as possible
- Refer enrollees to Care Management by calling **888-285-1114 (TTY: 711)** for additional support and treatment adherence

### Antidepressant medication management

Depression can improve with appropriate treatment and medication management. Dropping treatment prematurely, however, increases the possibility of relapse. The intent of the HEDIS measure Antidepressant Medication Management (AMM) is to improve the rate of medication adherence for enrollees 18 and older who started an antidepressant. Performance is assessed using claims-based data, with two rates reported: (1) Acute phase: Enrollees must remain on an antidepressant medication for at least 84 days (12 weeks) and (2) Continuation phase: Enrollees must remain on an antidepressant medication for at least 180 days (six months).



### What can you do to improve the compliance rate?

- Educate the enrollee on the importance of remaining on the antidepressant
- Schedule a follow-up appointment no later than four weeks after starting a new prescription and discuss barriers to medication adherence
- Reach out to enrollees who cancel appointments and assist with rescheduling as soon as possible
- Stress timely 90-day prescription refills to support medication adherence in both phases
- Refer enrollees to Care Management for additional support and treatment adherence by calling **888-285-1114 (TTY: 711)**

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

### Familiarize yourself with new Kentucky DMS MAP form

The Kentucky Department for Medicaid Services (DMS) is notifying providers of a new Medicaid Assistance Program (MAP) form now available for use. When an enrollee is incorrectly listed as incarcerated in [KYHealth Net](#), providers can use the [MAP-INC: Incarceration Status Correction form](#) to assist the enrollee in updating their status. Find this form at <https://chfs.ky.gov/agencies/dms/MAPForms/mapINC.pdf>. Guidance for using the form can be found at <https://chfs.ky.gov/agencies/dms/MAPForms/mapINCguidance.pdf>.

Search for all MAP forms on the [Kentucky DMS MAP Forms website](#).

## Take advantage of resources to make claims 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 for notifications when Humana adds new content.

## Healthy Horizons in Kentucky Provider Web Page and Resources

Our [Humana Healthy Horizons provider website](#) has a variety of materials and resources to help you achieve optimal results. These include:



- Provider Manual
- Regular network notices
- Telemedicine information
- Provider Resource Guide
- Provider training materials
- Prior authorization information
- And other useful materials

We encourage you to frequently visit our website, [Humana.com/HealthyKY](https://www.humana.com/HealthyKY), as we regularly update the information available.

## Humana’s Provider Compliance Training

Healthcare providers serving Humana Medicaid plans in Kentucky must complete the following training modules:

- Humana Medicaid Provider Orientation
- Cultural Competency
- Health, Safety and Welfare Training
- Compliance and Fraud, Waste and Abuse Training



### To start your training:

1. Go to [Availity.com](https://www.availity.com)
2. Sign in and select “Payer Spaces,” then “Humana”
3. Under the Resources tab, select “Humana Compliance Events” to begin

For more information, please visit [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance) or [Humana.com/KYTraining](https://www.humana.com/KYTraining).

**Resources:**

Language Assistance Services and Diversity - Humana, Cultural Competency Training and Limited English and Disabled Member (current and future) Guidance.

“Colorectal Cancer Screening: Recommendations for Physicians from the U.S. Multi-Society Task Force on Colorectal Cancer,” American Gastroenterological Association (AGA) website: <https://gastro.org/>

“Cancer Screening During the COVID-19 Pandemic,” <https://www.cancer.org/healthy/find-cancer-early/cancer-screening-during-covid-19-pandemic.html>

“Key Statistics for Colorectal Cancer,” American Cancer Society, last accessed Sept. 14, 2021: <https://www.cancer.org/cancer/colon-rectal-cancer/about/key-statistics.html>

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