

## Network Notification – Humana Healthy Horizons in Florida

**Notice date:**

**To:** Humana Healthy Horizons® in Florida Provider Network

**From:** Humana Healthy Horizons in Florida

**Subject:** Claims processing updates for taxonomy and NPI requirements

**Effective date:**

---

The Agency for Healthcare Administration released guidance regarding updates to the Provider Master List (PML), effective for dates of service starting March 1, 2022.

This NPI and taxonomy guidance document is available at **[NPIQRG.pdf \(flmmis.com\)](#)**, **[NPI Crosswalk Enhancement FAQ.pdf \(flmmis.com\)](#)**, and **[Provider Master List Tip Sheet Effective March 1, 2022 \(flmmis.com\)](#)**.

The grace period for submitting claims with incorrect NPI/taxonomy for services rendered is coming to an end and, starting with dates of service on or after Aug. 1, 2022, claims billed with the incorrect NPI/taxonomy will be denied.

Humana Healthy Horizons has processed claims in accordance with this logic/guidance, generating denials when the appropriate taxonomy, ZIP code or address information were not used for providers with multiple active Medicaid IDs and specialties. To resolve affected claims and prevent further denials, Humana Healthy Horizons will:

- Reprocess previously denied claims and
- Process claims for payment when an active Medicaid ID is available until date of service Aug. 1, 2022

Effective Aug. 1, 2022, Humana will deny claims for all providers who are not billing a taxonomy consistent with their provider master list (PML) enrollment. To prevent denials, please update your billing systems and processes to include the matching taxonomy, ZIP code and/or address information, as described in the PML and specified in the reference documents linked above.

If you have questions about claim denials and how to correct them, please contact your provider contracting executive or email **[FLMedicaidResolution@Humana.com](mailto:FLMedicaidResolution@Humana.com)** and we will provide information about necessary remediation.

As always, thank you for being a trusted partner and assisting our members in their health and well-being.

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