

Humana Healthy Horizons in Ohio

New provider orientation and training information

The Centers for Medicare & Medicaid Services and state Medicaid contracts mandate that all Humana-contracted healthcare providers complete compliance training each year. Newly contracted providers also must complete the Humana Healthy Horizons® in Ohio orientation and training module within the first 30 days of becoming a contracted provider with us.

We make it easy by offering you multiple ways to complete the required training.

Provider orientation and training module for new providers

The Humana Healthy Horizons orientation and training module includes information about Humana, Humana Healthy Horizons, covered services, expanded services, contracting and credentialing, access-to-care requirements, preauthorization and notification and other key topics. We base these topics on our contract with the Ohio Department of Medicaid (ODM) and current Humana policies and procedures.

To complete this training module and provide the required attestation of completion:

- Attend a prescheduled training session. To register, send an email to **OHMedicaidProviderRelations@humana.com** and you will receive an invitation. (Please ensure that you register once the invitation is received.)
 - Training sessions are held every second Thursday of the month at 2 p.m., Eastern time, and every fourth Tuesday of the month at 11:30 a.m., Eastern time.

Availity Essentials

Learn how to use Availity® and work with us online. This training covers checking eligibility and benefits, submitting referrals and authorizations, managing claims and payment information, submitting requested medical records and completing other secure tasks online.

- Attend a training session at Availity (registration required). To register, please sign in to your **Availity** account.

Humana Help

Humana Help is our monthly Q&A session, where you can speak with a provider relations representative for guidance and answers to your questions.

- To register, send an email to **OHMedicaidProviderRelations@humana.com** and you will receive an invitation. (You must receive the invitation for your registration to be complete.)
 - Q&A sessions are held every second Tuesday of the month at noon, Eastern time.

Humana
Healthy Horizons®
in Ohio

Humana Healthy Horizons of Ohio is a Medicaid product of Humana Health Plan of Ohio Inc..

Other required training

All providers are required to complete cultural competency training and health, safety and welfare education training each year. New providers should complete these trainings within the first 30 days of becoming contracted with Humana.

Instructions for completing these trainings, an attestation of completion form to return to us, materials to help you meet mandated training requirements and additional resources are available online at **Humana.com/OHTraining**.

Additional training available to providers

Altruista Health® (GuidingCare®)

For training on how to access and navigate the Altruista Health/Population Health management portal for care coordination:

- Send your contact information to **OHMedicaidProviderRelations@humana.com** with **Altruista Health Training** in the subject line to schedule and receive an invitation for the training session.

Provider network management (PNM) portal orientation

To access ODM education resources and to learn how to access and navigate the PNM portal:

- **Visit the ODM PNM portal →**
- Select **Provider Ed & Training Resources** from the drop-down menu

