



# Humana Healthy Horizons in Florida

## Behavioral Analysis Provider Quick Guide

### Provider relations and other helpful contacts

- For general questions and support, please contact our ABA provider relations mailbox: **ABA@humana.com**.
- For regions A–E please contact Kiesa Arrington at **karrington@humana.com** or call **901-232-7247**.
- For regions F–I please contact Elba Martinez at **emartinez1@humana.com** or call **754-230-7899**.

### Call centers and website

- Provider call center: **800-477-6931**, Monday through Friday, 8 a.m – 8 p.m, Eastern time
- Member call center: **800-477-6931**, Monday through Friday, 8 a.m – 8 p.m, Eastern time
- Pharmacy call center: **800-555-2546**, Monday through Friday, 8 a.m – 6 p.m, Eastern time
- Humana Healthy Horizons in Florida Website: **Humana.com/healthyFL**
- Pharmacy Website: **Humana.com/FLPharmacy**

### Behavior analysis coverage policy

- **Behavior analysis coverage policy (myflorida.com)**

### Behavior analysis fee schedule

- Humana aligns with the Florida Agency for Health Care Administration (AHCA) approved fee schedule for billable procedure codes and service limitations.
- Please note that specific reimbursement amounts will depend upon your Humana contract and not the amounts listed on the AHCA schedule.
- Link: **<https://ahca.myflorida.com/medicaid/rules/rule-59g-4.002-provider-reimbursement-schedules-and-billing-codes>**
  - Click the link to the applicable behavior analysis fee schedule.

## Humana Healthy Horizons® in Florida

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

FLMHXNEN

### Prior authorization requests

Our prior authorization (PA) list can be found at [Humana.com/PAL](https://www.humana.com/PAL). Except where noted, PA requests for medical services may be initiated:

- Online via [Availity.com](https://www.availity.com) (registration is required)
- By calling Humana's interactive voice response line (IVR) 24 hours a day at **800-523-0023** (Humana customer care representatives are available Monday through Friday, 8 a.m. – 8 p.m., Eastern time.)
- Online PA requests are encouraged. Additionally, clinical information for a medical service preauthorization request may be faxed to **813-321-7220**.

### Humana clinical contacts

- Inpatient utilization management: **866-856-8974**, Monday through Friday, 8 a.m. – 5 p.m., Eastern time
- Outpatient utilization management: **800-322-2758**, Monday through Friday, 8:30 a.m. – 5 p.m., Eastern time
- Case management: **800-229-9880**, Monday through Friday, 8:30 a.m. – 5 p.m., Eastern time
- HumanaBeginnings®: **800-322-2758, ext. 1500290**, Monday through Friday, 8:30 a.m. – 5 p.m., Eastern time
- 24-hour nurse advice line: **800-648-8097**, 24 hours a day, seven days a week

### Availity provider portal

- Web: **Availity – Provider Self-Service Portal | Humana** and **Availity Essentials**
- Phone: **800-282-4548**, Monday through Friday, 8 a.m. – 8 p.m., Eastern time

### Claims

Humana Claims Office  
P.O. Box 14601  
Lexington, KY 40512

Humana Claims Overpayment  
P.O. Box 931655  
Atlanta, GA 31193-1655

**Provider Correspondence:**  
Humana Inc.  
3401 SW 160th Ave.  
Miramar, FL 33027

### Provider complaints

Humana  
Attn: Provider Complaints  
P.O. Box 14601  
Lexington, KY 40521-4601

### Provider reconsiderations

#### Provider Grievance and Appeals

Humana Attn: Provider Reconsiderations  
P.O. Box 14546  
Lexington, KY 40521-4546

## Clearinghouse information

The following are some of the many clearinghouses offering services to healthcare providers. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.

- **Availity Essentials—preferred long-term care (LTC) Vendor – [www.Availity.com](http://www.Availity.com), 800-282-4548**
- **Waystar/Zirned – [www.zirned.com](http://www.zirned.com), 844-692-9782**
- **Trizetto – [www.trizetto.com](http://www.trizetto.com), 800-556-2231**
- **The SSI Group – [www.thessigroup.com](http://www.thessigroup.com), 800-881-2739**

### Humana Payer IDs

Fee-for-Service claims: 61115

## Billing guidance

Submitting behavioral analysis claims to Humana Healthy Horizons:

- Use the CMS-1500 form to submit claims for behavioral analysis services
- Reimbursement for all services is allotted in 15 -minute increments
- Ensure you bill with the appropriate modifier for the services rendered
- Add-on codes must be billed with the corresponding base code

## Billing guidance

The below codes are provided for informational purposes only and may change. This should not be considered an all-inclusive list, and the list does not guarantee coverage or reimbursement.

Code	Service	Modifier	Service limitations
<b>97151</b>	Behavior identification – assessment Behavior identification – reassessment (requires modifier)	<b>TS</b>	Medicaid reimburses a maximum of 24 units per behavior assessment Medicaid reimburses a maximum of 18 units per behavior reassessment
<b>97152</b>	Behavior identification – supporting assessment		Medicaid reimburses a maximum of eight units per behavior assessment
<b>97153</b>	Behavior treatment by protocol		Registered Behavior Technician (RBT), a board- certified assistant behavior analyst (BCaBA), or a lead analyst
<b>91754</b>	Group behavior assessment (BA) services by protocol, two clients in group Group BA services by protocol, three clients in group Group BA services by protocol, four clients in group Group BA services by protocol, five clients in group Group BA services by protocol, six clients in group	<b>UN</b> <b>UP</b> <b>UQ</b> <b>UR</b> <b>US</b>	Maximum six clients per group, service provided by lead analyst, BCaBA, or RBT

<b>97155</b>	Behavior treatment with protocol modification	<b>HN</b>	Service provided by a lead analyst
	Behavior treatment with protocol modification		Service provided by a BCaBA
<b>97156</b>	Family training by lead analyst	<b>GT</b>	Lead analyst
	Family training via telemedicine	<b>HN</b>	Lead analyst; Florida Medicaid reimburses up to two hours per week
	Family training by assistant		Service performed by a BCaBA
<b>97158</b>	Group BA services with protocol modification, two clients in group	<b>UN</b>	Maximum six clients per group, service provided by lead analyst, BCaBA, or RBT
	Group BA services with protocol modification, two clients in group	<b>UP</b>	
	Group BA services with protocol modification, two clients in group	<b>UQ</b>	
<b>Code</b>	<b>Service</b>	<b>Modifier</b>	<b>Service limitations</b>
<b>97158</b>	Group BA services with protocol modification, two clients in group	<b>UR</b>	
	Group BA services with protocol modification, two clients in group	<b>US</b>	
<b>0362T</b>	<b>Assessment add-on practitioner</b>		Medicaid reimburses a maximum of 16 units for an initial behavior assessment or reassessment; need must be prior authorized and determined to be medically necessary
<b>0373T</b>	<b>Treatment add-on practitioner</b>		Need must be prior authorized and determined to be medically necessary

### Non-emergency transportation

#### Modivcare non-emergency transportation contact information

<b>Modivcare phone number/reservation Line</b>	<b>866-779-0565</b>
<b>Hours of operations</b>	Monday through Friday, 8 a.m. – 5 p.m., Eastern time
<b>Transportation covered</b>	Non-emergency medical transportation: Ambulatory, wheelchair, stretcher van, mass transit (Does not include emergency ambulance services)
<b>After-hours call line</b>	<b>866-799-0565</b>
<b>Ride assistance</b>	Florida Medicaid ride assistance (Where's My Ride?) <b>866-799-0565</b> , 24 hours a day, seven days a week

<b>Reservations</b>	Reservations need to be made at least 72 hours in advance and no more than 30 days prior to the appointment.
<b>Billing</b>	<b>800-930-9060</b> <b>virgina.billingoperations@modivcare.com</b>
<b>Escalations</b>	Contact Humana Healthy Horizons
<b>Provider training and education</b>	
<b>Humana.com/FLTraining</b>	
<b>Provider contracting and credentialing</b>	
<b>Provider contracting</b> <ul style="list-style-type: none"> <li>Contracting opportunities: <b>Requesttojoin@humana.com</b></li> <li>Provider updates: Contact your provider contracting representative</li> </ul> <b>Provider credentialing</b> <ul style="list-style-type: none"> <li>Email questions to: <b>Credentialinginquiries@humana.com</b></li> <li>Behavior Analyst Certification Board: <b>www.bacb.com</b></li> </ul>	
<b>Provider contracting and credentialing</b>	
<b>AHCA provider enrollment</b> <ul style="list-style-type: none"> <li>Agency Provider Enrollment Policy</li> <li>Provider enrollment website: <b><a href="https://portal.flmmis.com/flpublic/Provider_ProviderServices/Provider_Enrollment/tabid/42/desktopdefault+/Default.aspx">https://portal.flmmis.com/flpublic/Provider_ProviderServices/Provider_Enrollment/tabid/42/desktopdefault+/Default.aspx</a></b></li> <li>Provider enrollment helpline: <b>800-289-7799</b>, option 4; Monday through Friday, 8 a.m. – 5 p.m., Eastern time</li> <li>Provider enrollment references and trainings: <b><a href="https://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Training/tabId/46/Default.aspx?desktopdefault=%20">https://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Training/tabId/46/Default.aspx?desktopdefault=%20</a></b></li> </ul>	