Provider Resource Guide

Online self-service
A variety of provider materials and resources are available on the public website at Humana.com/providers (no registration required). Medicaid-specific materials, communications, and quality resources can be found at Humana.com/KentuckyMedicaid, including:

- Health and wellness programs
- Clinical practice guidelines
- Provider publications (including provider manual, newsletters, program updates)
- Pharmacy services
- Claim resources
- Quality resources
- What’s new

Healthcare providers who want to work with Humana online can register for the Availity Provider Portal at no cost.
This multipayer portal allows providers to interact securely with Humana and other participating payers without learning to use multiple systems or remembering different user IDs and passwords for each payer. Many Humana-specific tools are accessible from the Availity Provider Portal.
To learn more, call Availity at 1-800-282-4548 or visit Availity.com. Availity provides the following functions:

- Check eligibility and benefits
- Submit referrals and authorizations
- Check claim status
- Confirm/make claim submissions
- Receive remittance advice
- View enrollee summaries
- Confirm/remedy overpayment
- Get electronic remittance advice and set up electronic funds transfer

Get paid faster and have your Humana claim payments deposited automatically with electronic funds transfer (EFT) and electronic remittance advice (ERA). Visit Humana.com/EpaymentInfo for more information on EFT and ERA.

For help or more information regarding these self-service tools, call Provider Services at 1-800-444-9137. For training opportunities, please visit Humana.com/ProviderSelfService and select “View the webinar schedule to sign up for training” under Training opportunities.
Medicaid prior authorization list

Humana requires prior authorization for certain services to facilitate care coordination as well as to confirm that the services are provided according to Kentucky Department of Medicaid Services coverage policies. To determine if prior authorization is required for a patient with Humana Health Plan (Kentucky Medicaid) coverage, physicians and other healthcare providers should review the Kentucky Medicaid Prior Authorization List online at Humana.com/PAL.

Please note: OrthoNet does not manage preauthorization for physical, occupational and speech therapy services for the Humana Kentucky Medicaid plan.

Frequent contact information

<table>
<thead>
<tr>
<th>Important numbers</th>
<th>Phone number</th>
<th>Fax number (if applicable)</th>
<th>Hours of operation (All times Eastern)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider and enrollee services</td>
<td>1-800-444-9137</td>
<td></td>
<td>Monday through Friday, 7 a.m. to 7 p.m.</td>
</tr>
<tr>
<td>TTY for the hearing impaired</td>
<td>711</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical and behavioral health prior authorizations and utilization management</td>
<td>1-800-444-9137</td>
<td>1-833-974-0059</td>
<td>24 hours a day, seven days a week, including holidays</td>
</tr>
<tr>
<td>Medication prior authorizations (step therapy, quantity limits and medication exceptions for medication supplied and billed through the pharmacy)</td>
<td>1-800-555-2546</td>
<td>1-877-486-2621</td>
<td>Monday through Friday, 8 a.m. to 11 p.m.</td>
</tr>
<tr>
<td>Online submission available at <a href="http://www.covermymeds.com/epa/humana">www.covermymeds.com/epa/humana</a></td>
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<td></td>
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<tr>
<td>Forms also available at Humana.com/PA</td>
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<tr>
<td>Humana Pharmacy (mail order for maintenance medications)</td>
<td>1-800-379-0092</td>
<td>1-800-379-7617</td>
<td>Monday through Friday, 8 a.m. to 6:30 p.m.</td>
</tr>
<tr>
<td>Medication intake team (prior authorization for medication administered in medical office)</td>
<td>1-866-461-7273</td>
<td>1-888-447-3430</td>
<td>Monday through Friday, 8 a.m. to 6 p.m.</td>
</tr>
<tr>
<td>Humana Specialty Pharmacy</td>
<td>1-800-486-2668</td>
<td>1-877-405-7940</td>
<td>Monday through Friday, 8 a.m. to 6 p.m.</td>
</tr>
<tr>
<td>Claim payment inquiries</td>
<td>1-800-444-9137</td>
<td></td>
<td>Monday through Friday, 8 a.m. to 6 p.m.</td>
</tr>
<tr>
<td>Availity</td>
<td>1-800-282-4548 (1-800-AVAILITY)</td>
<td></td>
<td>Monday through Friday, 8 a.m. to 7:30 p.m.; press 0 for live assistance</td>
</tr>
<tr>
<td>Kentucky Department of Medicaid Services/Provider Services department</td>
<td>1-855-824-5615</td>
<td></td>
<td></td>
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</tbody>
</table>

Fraud, waste and abuse reporting

<table>
<thead>
<tr>
<th>Important numbers</th>
<th>Phone number</th>
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</thead>
<tbody>
<tr>
<td>Humana</td>
<td>1-800-614-4126</td>
</tr>
<tr>
<td>Kentucky Cabinet for Health and Family Services Office of the Inspector General</td>
<td>1-800-372-2970</td>
</tr>
</tbody>
</table>
Important addresses

<table>
<thead>
<tr>
<th>Humana department</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider correspondence</td>
<td>Humana</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 14601</td>
</tr>
<tr>
<td></td>
<td>Lexington, KY 40521-4601</td>
</tr>
<tr>
<td></td>
<td>Attn: Provider</td>
</tr>
<tr>
<td>Provider complaints</td>
<td>Humana, Attn: Provider Complaints</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 14601</td>
</tr>
<tr>
<td></td>
<td>Lexington, KY 40521-4601</td>
</tr>
<tr>
<td>Member grievances and appeals</td>
<td>Humana Health Plans</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 14546</td>
</tr>
<tr>
<td></td>
<td>Lexington, KY 40512-4546</td>
</tr>
<tr>
<td>Claims</td>
<td>Humana Claims Office</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 14601</td>
</tr>
<tr>
<td></td>
<td>Lexington, KY 40512-4601</td>
</tr>
<tr>
<td>Quality improvement program</td>
<td>Humana Quality Management Department</td>
</tr>
<tr>
<td></td>
<td>321 W. Main St., WFP 20</td>
</tr>
<tr>
<td></td>
<td>Louisville, KY 40202</td>
</tr>
<tr>
<td>Provider demographic changes</td>
<td>Contact your local provider relations representative</td>
</tr>
</tbody>
</table>

Other network information

<table>
<thead>
<tr>
<th>Required networks/vendor name</th>
<th>Phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avesis – Dental</td>
<td>1-888-211-0599</td>
</tr>
<tr>
<td>Avesis – Vision</td>
<td>1-844-511-5760</td>
</tr>
<tr>
<td>WholeHealth Networks Inc.</td>
<td>1-866-430-8647</td>
</tr>
<tr>
<td>(a Tivity company) – Chiropractic</td>
<td></td>
</tr>
<tr>
<td>Non-emergency transportation vendor (service offered by Kentucky Medicaid)</td>
<td>1-888-941-7433</td>
</tr>
</tbody>
</table>
## Claims on or after Jan. 1, 2020

<table>
<thead>
<tr>
<th>Coverage type</th>
<th>Dates of service, effective Jan. 1, 2020 and beyond</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>There is no change to your existing Humana provider network contract or credentialing process. Submit medical claims for all dates of service on or after Jan. 1, 2020, to Humana.</td>
</tr>
</tbody>
</table>


- Service dates through Dec. 31, 2019
- In-patient services with admission dates prior to Jan. 1, 2020, spanning into calendar year 2020
- Humana will route claims with service dates prior to Jan. 1, 2020 to CareSource for prompt processing
- Please note: All 2019 claims submitted to Humana with behavioral health service codes will be denied and require submission to Beacon to comply with timely filing parameters

**Humana payer IDs**

- Claims: 61101
- Encounters: 61102

Submit claims directly and at no cost through:

- [www.availity.com](http://www.availity.com)

**File paper claims by mail to:**

- Humana Claims Office
- P.O. Box 14601
- Lexington, KY 40512-4601

**File paper encounters by mail to:**

- Humana Claims Office
- P.O. Box 14605
- Lexington, KY 40512-4605

| Behavioral health | The Beacon network provider contracts did not carry over to Humana. If you are interested in joining the Humana Behavioral Health network, please contact kybhmedicaid@humana.com.

Submit behavioral health claims to Humana for all dates of service on or after Jan. 1, 2020.


- Service dates through Dec. 31, 2019
- In-patient services with admission dates prior to Jan. 1, 2020, spanning into calendar year 2020

**Humana payer IDs**

- Claims: 61101
- Encounters: 61102

Submit claims directly and at no cost through:

- [www.availity.com](http://www.availity.com)

**File paper claims by mail to:**

- Humana Claims Office
- P.O. Box 14601
- Lexington, KY 40512-4601
| **Dental** | There is no change to your existing Avesis provider network contract, credentialing or claims process. 

Avesis – Submit dental claims to Avesis for all dates of service on or after Jan. 1, 2020.  


Avesis Third Party Administrator  
ATTN: Humana Health Plan – Dental claims  
P.O. Box 38300  
Phoenix, AZ 85069-8300  
[www.avesis.com](http://www.avesis.com) |
| --- | --- |
| **Vision** | The Superior Vision network contracts did not carry over to Avesis. If you are interested in joining the Avesis vision network, please call 1-844-511-5760.  

Submit vision claims to Avesis for all dates of service on or after Jan. 1, 2020. Only vision claims with service dates of 2020 forward should be submitted to Avesis for prompt payment processing.  


Avesis Third Party Administrator  
ATTN: Humana Health Plan – Vision claims  
P.O. Box 38300  
Phoenix, AZ 85069-8300  
[www.avesis.com](http://www.avesis.com) |
| **Chiropractic** | Submit chiropractic claims for all dates of service on or after Jan. 1, 2020, to Humana. Only claims with service dates of 2020 forward should be submitted to Humana for prompt payment processing.  


Humana  
P.O. Box 14601  
Lexington, KY 40512-4601 |
<table>
<thead>
<tr>
<th><strong>Pharmacy</strong></th>
<th>Please call 1-800-626-2741 to join Humana’s network of pharmacy providers.</th>
</tr>
</thead>
</table>

**Web resources available:**

- Humana Prior Authorization List – Humana.com/PAL
- Availity Provider Portal – Availity.com
**Enrollee ID card samples**

Your Humana-covered Medicaid patients received new Humana ID cards with new group and enrollee numbers. Their Medicaid ID numbers remain the same. Please ask enrollees to present their 2020 ID card at the time of service.

Please note: These sample IDs comply with state guidelines. They are subject to change without notice.

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

<table>
<thead>
<tr>
<th>Clearinghouse vendor name</th>
<th>Website</th>
<th>Phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availity</td>
<td><a href="http://www.availity.com">www.availity.com</a></td>
<td>1-800-282-4548</td>
</tr>
<tr>
<td>Change Healthcare</td>
<td><a href="http://www.changehealthcare.com">www.changehealthcare.com</a></td>
<td>1-800-792-5256</td>
</tr>
<tr>
<td>Trizetto®</td>
<td><a href="http://www.trizetto.com">www.trizetto.com</a></td>
<td>1-800-969-3666</td>
</tr>
<tr>
<td>Waystar</td>
<td><a href="http://www.waystar.com">www.waystar.com</a></td>
<td>1-877-494-7633</td>
</tr>
<tr>
<td>SSI Group</td>
<td><a href="http://www.thessigroup.com">www.thessigroup.com</a></td>
<td>1-800-880-3032</td>
</tr>
</tbody>
</table>

**Humana payer ID**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee-for-service claims</td>
<td>61101</td>
</tr>
<tr>
<td>Encounter claims</td>
<td>61102</td>
</tr>
</tbody>
</table>
Annual compliance training

Humana supports physicians and other healthcare providers in their efforts to provide care to patients with Medicaid coverage by offering training materials to help them meet state and federal compliance requirements.

There are a variety of materials available, including:

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

More information is available on Humana’s website at Humana.com/ProviderCompliance by choosing the “Healthcare Provider Training Materials” tab.

Covered services

Humana, through its contracted providers, is required to arrange for the following medically necessary services for each patient:

- Alternative birthing center services
- Ambulatory surgical center services
- Behavioral health services – mental health and substance abuse disorders
- Chiropractic services
- Community mental health center services
- Dental services, including oral surgery, orthodontics and prosthodontics
- Durable medical equipment, including prosthetic, orthotic devices and disposable medical supplies
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT) special services
- End-stage renal dialysis services
- Family planning services in accordance with federal and state law and judicial opinion
- Hearing services, including hearing aids for enrollees younger than 21
- Home health services
- Hospice services (non-institutional only)
- Independent laboratory services
- Inpatient hospital services
- Inpatient mental health services
- Meals and lodging for appropriate escort of enrollees
- Medical detoxification (i.e., management of symptoms during the acute withdrawal phrase from a substance to which the enrollee is addicted)
- Medical services, including but not limited to those provided by physicians, advanced practice registered nurses, physicians assistants and federally qualified health centers (FQHCs), primary care centers and rural health clinics (RHCs)
- Organ transplant services not considered investigational by Federal Drug Administration (FDA)
- Other laboratory and X-ray services
- Outpatient hospital services
- Outpatient mental health services
- Pharmacy and limited over-the-counter drugs, including mental/behavioral health drugs
- Podiatry services
- Preventive health services, including those currently provided in public health departments, FQHCs/primary care centers and RHCs
• Psychiatric residential treatment facilities (Level I and Level II)
• Specialized case management services for enrollees with complex chronic illnesses (includes adult and child targeted case management)
• Specialized children’s services clinics
• Targeted case management
• Therapeutic evaluation and treatment, including physical therapy, speech therapy and occupational therapy
• Transportation to covered services, including emergency and ambulance stretcher services
• Urgent and emergency care services
• Vision care, including vision examinations, services of opticians, optometrists and ophthalmologists, including eyeglasses for enrollees younger than 21

**Humana’s value-added services**

Value-added services (VAS) are those services offered by Humana and approved in writing by the Kentucky Department for Medicaid Services (KDMS) that are not otherwise covered or that exceed limits outlined in the Kentucky State Plan and the Kentucky Medicaid Fee Schedules. These services are in excess of the amount, duration and scope of those services listed above. Humana’s VAS programs include:

• Child obesity program
• Dental services – Additional cleaning for enrollees 21 and older
• Moms First Gift Card program
• Healthy Behaviors Gift Card program
• Text Program for Expectant Mothers
• GED testing
• Criminal expungement services
• Cell phone services
• Immunizations – Allowance of an additional vaccine for enrollees older than 21 (e.g., rabies)