Critical Action Alert: Physicians/healthcare providers need to enroll in Medicaid for claims payment

Effective Feb. 3, 2020, Humana stopped accepting Florida Medicaid claims and/or encounters that are submitted with a National Provider Identification (NPI) that is not enrolled under Florida Medicaid with the Agency for Health Care Administration (AHCA). These changes reflect enforcement of a state contract requirement that Florida Medicaid providers be registered with Florida Medicaid and (excluding atypical providers) submit valid NPIs on claims, unless they are atypical providers.

This information was previously communicated to Humana Medical Plan (Medicaid)-contracted physicians and healthcare professionals. Please refer to the official provider notification here: http://apps.humana.com/marketing/documents.asp?file=3811392

Humana is committed to supporting you as you care for your patients and is closely monitoring Coronavirus Disease 2019 (COVID-19). Please follow Humana.com/FloridaMedicaid for information.
Humana Making It Easier

“Making It Easier for Physicians and Other Healthcare Providers” is a series of educational presentations about Humana’s claims payment policies and processes.

This library of narrated video presentations is designed to clarify Humana’s claims payment policies and processes. View brief informational presentations, each addressing a different topic, with a downloadable tip sheet.

We would like to highlight this presentation:

**Tools and Resources for Healthcare Providers** – Learn about Humana’s inventory of useful tools and resources, which can simplify your claims-related and other interactions with Humana. Printable resource guides are included. **Runtime: 9:23 View video presentation here**

Visit [Humana.com/MakingItEasier](https://www.humana.com/makingiteasier) today. Also accessible at Availity.com in the Humana Payer Space under the Resources tab.

Look for the **STAY CONNECTED** widget on the website and subscribe to be notified when new content is added.
Hepatitis A vaccine

Expanded benefit – Hepatitis A vaccine for adults coverage information

The Florida Department of Health has issued a public health emergency with regard to the spread of Hepatitis A. As of July 27, 2019, there were 2,582 reported cases of Hepatitis A in Florida. The surgeon general is encouraging vaccination for all individuals considered high risk for contracting HAV or at high risk of suffering serious complications from contracting HAV.

Humana has opted to allow coverage for adult beneficiaries (21 and older) who meet one of the following high-risk categories:

- Individuals who are homeless
- Intravenous drug users
- Non-intravenous illicit drug users
- Men who have sex with men
- Individuals diagnosed with underlying liver disease
- Individuals in an emergency room or other acute care setting, after being administered an opioid antagonist, such as naloxone
- Individuals with clotting factor disorders
- Individuals working with homeless persons or intravenous drug users outside of healthcare settings
- Individuals older than 60 with a serious underlying medical condition, as determined by their healthcare provider, in critically impacted counties and/or first responders

This benefit will be offered for a limited time; Humana will work collaboratively with the state to determine the time frame of this benefit, and to keep the provider network informed. Humana will reimburse this vaccine at the rate loaded on the Medicaid Fee Schedule for 19 and 20-year-olds ($67.55). This will be reimbursed each time it is billed for the two-dose vaccine. There will be no separate reimbursement for the administration code. Humana will not require an authorization for beneficiaries who qualify for the benefit. Please refer to the FAQ document for more details.

2020 Medicaid Quality Bonus Program

This program promotes quality improvement by providing financial compensation to primary care physician centers that demonstrate high levels of performance for selected factors. Throughout 2020, your center’s Medicaid performance will be measured using Humana claim and encounter information related to specific Healthcare Effectiveness Data and Information Set (HEDIS®) measures. For measure calculation, we use your office’s mid-year and end-of-year rate as compared with the 2020 threshold defined in our bonus program outline. You should receive Medicaid action reports from us on a regular basis throughout the year.

To determine thresholds, Humana analyzes the prior year’s performance and the current National Committee for Quality Assurance’s Medicaid Quality Compass®.

To be eligible for a bonus, Humana must receive your center’s acknowledgement of the program. If you have not received and signed an acknowledgement form, please contact your provider relations representative. To obtain detailed information regarding the quality capitation program, or for more information, please contact your provider relations representative.
Florida Medicaid Memo: New Medicaid Provider Enrollment Resources

The Florida Agency for Healthcare Administration (AHCA) is working to streamline and improve the Medicaid provider enrollment process by redesigning the enrollment pages of the Florida Medicaid public web portal.

The provider enrollment page can be found at the below link:
http://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Enrollment/tabId/42/Default.aspx

AHCA released the final 59G-1.060, Florida Medicaid Regulation: Provider Enrollment Policy:

(1) This rule applies to all individuals, groups and entities that are seeking to enroll, renew or maintain enrollment as an authorized provider for the Florida Medicaid program. 

(2) All providers must be in compliance with the provisions of the Florida Medicaid Provider Enrollment Policy, December 2019. The policy is available on the Agency for Health Care Administration’s Web site at https://ahca.myflorida.com/medicaid/review/general.shtml and see policy number 59G-1.060 or http://www.flrules.org/Gateway/reference.asp?No=Ref-11331

Complete Humana’s 2020 provider compliance training

Healthcare providers are required to complete the following training modules each year:
• Humana Medicaid Provider Orientation
• Health, Safety and Welfare Training
• Cultural Competency
• Compliance and Fraud, Waste and Abuse training

To start your training:
2. Sign in and select “Payer Spaces,” then “Humana.”
3. Under the Resources tab, select “Humana Compliance Events” to begin.


Online self-service

A variety of provider materials and resources are available on the public website at Humana.com. Registration is not required. Medicaid-specific materials, communications and quality resources can be found at Humana.com/FloridaMedicaid, including:

• Provider handbook
• Member handbook
• Statewide provider quick reference guide
• Expanded benefits Medicaid training and other important materials

• Quarterly MCD provider updates
MMA Physician Incentive Program (MPIP Year 4*)

The MMA Physician Incentive Program’s aim is to promote quality of care for our Medicaid members and to recognize those physicians who demonstrate high levels of performance for selected criteria.

The MPIP provides the opportunity for designated physician types to earn enhanced payments equivalent to the appropriate Medicare fee-for-service rate, as established by AHCA based on the achievement of key access and quality measures.

*Program Year Effective Date: Oct. 1, 2019-Sept. 30, 2020

In April, Humana will reassess all eligible providers to determine if any additional providers qualify for the Incentive Program.

For MPIP Year 4, any newly identified eligible and qualified providers will receive a Humana qualification letter at the beginning of the program year or during the re-assessment period.

*Important note: All providers that qualified in MPIP Year 3 will remain qualified for Year 4 and be reimbursed at MPIP rate through Sept. 30, 2020 (excluding opt outs).

Please refer to the Humana MPIP Year 4 Plan Program Summary for specific Humana qualification criteria for Year 4.

Pharmacy Information

Medicaid Prescription Drug List (PDL) Reference

Humana has made available a drug reference guide for our prescribers to use when selecting medications for our Florida Medicaid members. This guide includes commonly prescribed medications along with alternatives for those that are not covered by Medicaid. In addition, a cost key indicator is provided to help prescribers understand the difference in cost among medications which are covered. This reference guide will be updated quarterly to align with changes made by the state to the PDL. We ask that you use the web link and refrain from printing the document so you have the most accurate and up to date version. You can find the reference at the following link: http://apps.humana.com/marketing/documents.asp?file=3851211

Humana Moms First Program

Moms First provides your patient with a team of support nurses who have extensive backgrounds in maternal health. Your patient can talk with the nurses throughout her pregnancy for support and education. Moms First also can assist you with:

- Resources for substance abuse or mental health concerns
- Support for your treatment plans for high-risk patients
- Referrals to community-based programs and resources

Do you have a new Humana patient who is pregnant? Please complete the Notification of Pregnancy form and fax or email it to Moms First:

Dedicated phone line: 1-800-322-2758 ext. 1500290
Monday – Friday 8:30 a.m. – 5 p.m.
Fax: 1-833-890-2308
Email: FL_MMA_OB_Referrals@humana.com