

Kentucky New Horizon

Volume II

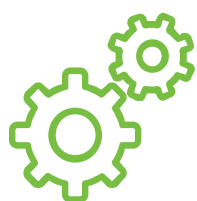
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You can always find the most current Kentucky New Horizon issue by visiting [Humana.com/NewHorizon](https://www.humana.com/NewHorizon). We also archive older newsletters and other New Horizon issues at [Humana.com/KYNotices](https://www.humana.com/KYNotices), so you can reference them at any time.

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Humana Healthy Horizons in Kentucky Clarifies Claim Dispute Process

Humana Healthy Horizons in Kentucky established a formal claim dispute process to ensure timely resolution. Providers who have a contract or letter of agreement with Humana Healthy Horizons in Kentucky to provide Medicaid services in Kentucky can use this claim dispute process, pursuant to **KRS 304.17A-708**. This process grants an opportunity for providers to dispute errors in payment in which the insurer has not paid the claim according to the contracted rate. Claim-dispute documentation must be received by Humana Healthy Horizons in Kentucky within 24 months of the original claim adjudication date. For more information, please view the **update in full**.

Humana | Healthy Horizons™ in Kentucky

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



View Kentucky DMS' Prior Authorization Guidance, effective Feb. 1, 2021

The Kentucky Department of Medicaid Services (DMS) issued new guidance on prior authorization requirements for various services on Feb. 3, 2021. Please visit the bulletin [here](#) for more information.

Humana Healthy Horizons in Kentucky Institutes Updates to Claim Submission Requirements

For billing, rendering, ordering, referring, prescribing and attending providers:

Effective Jan. 1, 2021, Humana Healthy Horizons in Kentucky will reject claims and encounters received electronically from clearinghouses that contain National Provider Identifiers (NPIs) not enrolled with Kentucky DMS. Rejected claims and encounters will not be accepted by the Humana Healthy Horizons in Kentucky claims platform and will not receive a Humana Healthy Horizons in Kentucky claim number. Please visit your clearinghouse's portal to review your rejected electronic claims.

For more information, please view the [full network notification](#).

Timely Filing Requirements Updated July 1, 2020

Claim submissions:

Effective for dates of service on or after July 1, 2020, provider claims must be submitted within 365 calendar days from the date of service or discharge. Providers also have 365 calendar days from the date of service or discharge to submit a corrected claim. For more information, please consult the [network notification](#).

Ensure Select Services Rendered are Reimbursed by Completing the Proper Form

Humana Healthy Horizons in Kentucky and the Kentucky Department for Medicaid Services (DMS) require the completion of a specific form for the following services:

- Abortion
- Sterilization
- Early elective delivery
- Hysterectomy
- Hospice

For more information, please view the [network notification](#).

Kentucky DMS Medicaid Bypass Code List Implemented in Humana's Claim Payment System – Updated Dec. 15, 2020

Kentucky DMS developed the Medicaid Bypass List for Medicare Noncovered Codes and modifiers to allow providers to bill Medicaid managed care organizations directly without first billing Medicare for coordination-of-benefit requirements. Humana is currently configuring this list of bypass codes and modifiers in our claims payment system. Once this process is complete, Humana will reprocess all affected claims with service dates of Jan. 1, 2020, and later.

For more information, please consult the supporting **network notification**.

Humana Healthy Horizons updates its Provider Call Center Hours

Our Provider Call Center now has new hour of operation. As of Jan. 1, 2021, representatives are available Monday through Friday, from 8 a.m. to 6 p.m., Eastern time.

Kentucky DMS Updates its Grievance Form

An updated standard Kentucky DMS Provider **Grievance Form** is now available on our website. Find this form and much more at **Humana.com/KYDocuments**.

Help Patients with Diabetes Management Using Vida Health

As of Jan. 1, 2021, Vida Health offers free personalized health coaching to our enrollees 18 and older who have type 2 diabetes and who are not currently working with a Humana Care coach.

Eligible enrollees can:

- Choose their own Vida Health coach (e.g., nutritionist, diabetes educator, etc.)
- Monitor their health progress
- Set up visits with their health coach
- Use video, phone or text to visit with their health coach
- View tips and videos customized to their health needs
- More

Visit **Vida.com/HumanaKentucky** and **Humana.com/KentuckyDiabetes** to learn more. You also can call 855-910-1215 (TTY: 711) to refer a patient you believe could benefit from this program.

Humana Healthy Horizons in Kentucky Announces Go365® Wellness Program

As of Jan. 1, 2021, enrollees can register for the new Go365 for Humana Healthy Horizons wellness program and earn rewards for participating in healthy activities. Enrollees can qualify to earn rewards by enrolling in Go365 for Humana Healthy Horizons and then completing one or more healthy activities.

For each eligible Go365 activity completed, enrollees earn rewards that can be redeemed in the Go365 in-app mall. Rewards earned through Go365 are not transferrable to other managed care plans or other programs. Rewards are nontransferable and have no cash value.

For more information, please visit **Humana.com/KentuckyGo365**. For full program details, please refer to the **2021 Humana Healthy Horizons in Kentucky Provider Manual**.

Pacify App Encourages Healthy Habits for Pregnant Enrollees and New Moms

Humana Healthy Horizons in Kentucky now offers enrollees access to Pacify memberships. Pacify is a smartphone app that connects our pregnant enrollees and new moms with lactation consultants, a 24-hour, seven-days-a-week nurse line, enrollee services, a behavioral health crisis hotline and smoking cessation coaches.

Enrollees can call as often as they need support and do not need to make an appointment with Pacify. To register, enrollees can use the **self-guided Pacify registration process**.

To find out more about the resources we offer our pregnant enrollees and new moms, please visit **Humana.com/KentuckyMoms**.

Improve Health Outcomes with Humana Healthy Horizons in Kentucky's Value-added Services Provider Guide

Humana Healthy Horizons in Kentucky received approval from Kentucky DMS to provide several additional value-added services (VAS) to better serve our enrollees and to improve health outcomes. These VAS are available to our enrollees starting Jan. 1 and continuing through Dec. 31, 2021. **This guide** provides instruction regarding available reimbursement services and such requirements for timely filing of claims, billing and fee schedules. Find **the VAS guide** and more at **Humana.com/KYDocuments**.

Healthy Horizons in Kentucky Provider Web Page

Our **Humana Healthy Horizons provider website** has a variety of materials and resources to help you achieve your best success. Materials and resources include:

- Provider Manual
- Regular network notices
- Telemedicine information
- Provider Resource Guide
- Provider training materials
- Prior authorization information

And other useful materials!

We encourage you to visit our website, **Humana.com/HealthyKY**, frequently as we regularly update the information available.

Complete Humana's 2021 Provider Compliance Training

Healthcare providers serving Humana Medicaid plans in Kentucky must complete the following training modules:

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

To start your training:

1. Go to **Availity.com**
2. **Sign in** and select "Payer Spaces," then "Humana"
3. Under the **Resources tab**, select "Humana Compliance Events" to begin

For more information, please visit **Humana.com/ProviderCompliance** or **Humana.com/KYTraining**.