

Claim Dispute Process

Humana Healthy Horizons in Kentucky has established a formal claim dispute process to ensure timely resolution. Providers who have a contract or letter of agreement with Humana to provide Medicaid services in Kentucky can utilize 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.

Required documentation:

When submitting a claim dispute, a completed Humana Healthy Horizons in Kentucky [Claim Dispute Form](#) is required. You can find this form on our [Documents & Resources](#) web page.

The following items must be attached to the Claim Dispute Form:

- Explanation of Payment for the disputed claim(s)
- The contract provision that the provider believes was misapplied in paying the claim

Humana may reject a provider's claim dispute submission if the claim dispute:

- is incomplete
- is not submitted within the time frame specified above, and/or
- does not meet all of the requirements, as specified above

Please submit claim disputes to:

Humana Healthy Horizons in Kentucky
Attn: Provider Correspondence
P.O. Box 14601
Lexington, KY 40512-4601

Humana Healthy Horizons in Kentucky makes a determination and then mails the provider a claim-dispute decision letter within 30 calendar days of receipt of a complete claim dispute. Providers who disagree with the decision and who have not exhausted their appeal rights may request an appeal. Claim appeals must be received within 180 days of the original claim adjudication date. For more information about appeals, please see the Grievance and Appeals section of our [Provider Manual](#).

For claim payment inquiries or complaints, please contact Humana Healthy Horizons in Kentucky at **1-800-444-9137** or your provider relations representative. [Contact information](#) and [county assignments](#) for provider relations representatives and are located at [Humana.com/HealthyKY](https://www.humana.com/HealthyKY).