



Network Notification – Kentucky Medicaid

To: Kentucky Medicaid healthcare providers
From: Humana Health Plan
Subject: Humana Out-of-Network Claims Payment Policy Update
Effective date: Aug. 1, 2020

For providers who are not in our network but have Humana-covered patients, please review the important information below regarding the Humana Kentucky Medicaid plan requirements related to Kentucky Department for Medicaid Services (DMS) enrollment, Humana out-of-network claims payment policy and contracting contacts.

Kentucky DMS provider enrollment

All providers (referring, treating, ordering, prescribing and nonparticipating) **must be enrolled** as a provider with Kentucky DMS to receive payment for services rendered to a Kentucky Medicaid enrollee. If you currently are not an enrolled provider, Humana can assist you. Please send an email to ProviderMedicaidEnrollment@humana.com for assistance with the enrollment process.

Out-of-network claims

Humana established guidelines for payments to out-of-network providers for preauthorized medically necessary services. These services are reimbursed at 65% of the Kentucky Medicaid fee schedule.

The following are exceptions to the reimbursement guidelines and will be reimbursed at 50% of the Kentucky Medicaid fee schedule effective Aug. 1, 2020:

- Laboratory services, preauthorized medically necessary

The following are exceptions to the reimbursement guidelines and are reimbursed at 90% of the Kentucky Medicaid fee schedule:

- Emergency care (nonparticipating professional and facility services provided to enrollees in an emergency room setting)
- Emergency transportation, air ambulance only. (When submitting air ambulance claims, please attach documentation that provides justification for the enrollee's need for air transport. Submitted records should support that air transport prevented loss of life and/or limb or prevented significant morbidity for the enrollee, compared to ground transport. Services billed without medical records are paid at 65% of the Kentucky Medicaid fee schedule, effective Aug. 1, 2020.)
- Services provided for family planning
- Services for children in foster care

If you have questions regarding out-of-network claims payment policies, behavioral health providers can contact kybhmedicaid@humana.com and medical providers contact ProviderDevelopmentKYWV@humana.com for assistance.

If you are interested in becoming a participating provider, please [visit our website](#) for more information.