



Humana Health Plan Inc.
P.O. Box 14546
Lexington, KY 40512-4546

Humana Kentucky Medicaid Targeted Case Management Providers:
Changes to Prior Authorization for Behavioral Health Codes

IMPORTANT: PLEASE READ THIS NOTICE CAREFULLY AND SHARE IT WITH ALL APPROPRIATE CLINICAL AND ADMINISTRATIVE STAFF.

Effective Jan. 1, 2020, Humana Kentucky Medicaid required prior authorization for behavioral health codes specific to targeted case management (TCM) code T2023 when modifiers HF, TG or both are present.

It was brought to Humana's attention that TCM providers had not received the prior-authorization updates issued in the fall of 2019 regarding the Humana Kentucky Medicaid Plan transition and the updated Humana Kentucky Medicaid prior authorization list (PAL). To rectify the situation, Humana will reprocess claims that were denied due to not having prior authorization for T2023 and other affected codes for dates of service between Jan. 1, 2020 and April 1, 2020.

Beginning April 1, 2020, Humana will require TCM claims when modifiers HF, TG or both are present, with dates of service on or after April 1, 2020, to have prior authorization, as detailed at **[Humana.com/PAL](https://www.humana.com/PAL)**.

How to request preauthorization for medical and behavioral health services

Preauthorization for medical and behavioral services may be initiated:

- Online via Availity.com (registration required)
- By calling Humana's interactive voice response line (IVR) at 1-800-444-9137
- By faxing the preauthorization form to 1-833-974-0059

If you have additional questions, please contact provider services at 1-800-444-9137. Hours of operation are Monday through Friday, 7 a.m. to 7 p.m. Eastern time. Providers also can email kybhmedicaid@humana.com.