



3/29/2022

Faxed authorizations coming soon for long-term care

Dear healthcare provider:

Beginning April 8, 2022, the Humana Long-term Care Plan will fax authorizations for assisted living facilities, skilled nursing facilities and hospice services.

Our commitment to supporting participating facilities and healthcare providers prompted this update. To best facilitate patient care and transitions, communication and collaboration with the care team and/or coaches remains important in managing care. These authorizations acknowledge the services you are currently authorized to provide; they are not required for claims payment.

We continue to require notification of services to ensure all services are displayed on the Humana Healthy Horizons™ in Florida-covered patient's plan of care. All services must meet plan medical necessity requirements. Please work directly with your patient's care management team.

Please call **888-998-7735** (TTY: 711) with questions or concerns. Our customer care representatives are available Monday through Friday, from 8 a.m. to 8 p.m., Eastern time.

Availity Essentials' secured online tools also make it easier for you to do business with Humana. You can submit claims and review plan-of-care documents through [Availity.com](https://www.availity.com).

Thank you for the continued care of your Humana Healthy Horizons in Florida-covered patients.

Sincerely,

Betsy Dennis

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Associate Director, Provider Contracting, Humana Comprehensive LTC