

# Humana Healthy Horizons in Kentucky



## Provider Resource Guide

### Online self-service

A variety of healthcare provider resources is available on the public website at [Humana.com/Provider](https://www.humana.com/Provider) (no registration required). Check [Humana.com/HealthyKY](https://www.humana.com/HealthyKY) for Medicaid-specific materials, communications and quality resources, including:

- Claims resources
- Network notices
- Pharmacy resources
- Provider publications, including the provider manual, newsletters and program updates
- Provider relations representative assignments
- Provider training materials
- Quality resources

### **Healthcare providers who want to work with Humana Healthy Horizons in Kentucky online can register for Availity Essentials at no cost.**

This multipayer portal allows providers to interact securely with Humana Healthy Horizons® and other participating payers without needing to learn multiple systems or remembering different user IDs and passwords for each payer. Many Humana Healthy Horizons-specific tools are accessible within Availity Essentials.

To find out more, call Availity at 800-282-4548 or visit [Availity.com](https://www.availity.com). Availity provides the following functions:

- Check eligibility and benefits
- Submit referrals and authorizations
- Check claim status
- Confirm/make claim submissions
- Receive remittance advice
- View enrollee summaries
- Confirm/remedy overpayment
- Get electronic remittance advice (ERA) and set up electronic funds transfer (EFT)

**Get paid faster and have your Humana claim payments deposited automatically with electronic funds transfer and electronic remittance advice.** Visit [Humana.com/EpayoutInfo](https://www.humana.com/EpayoutInfo) for more information on EFT and ERA.

For help or more information regarding with these self-service tools, call Provider Services at 800-444-9137. For training opportunities, please visit [Humana.com/ProviderSelfService](https://www.humana.com/ProviderSelfService) and select [View the webinar schedule to sign up for training](#) under Attend an educational webinar.

## Medicaid prior authorization list

Humana Healthy Horizons requires prior authorization for certain services to ensure medical necessity, to facilitate care coordination and to confirm that the services are provided according to Kentucky Department of Medicaid Services (Kentucky DMS) coverage policies. To determine if prior authorization is required for a patient with Humana Healthy Horizons in Kentucky, physicians and other healthcare providers should review the Kentucky Medicaid Prior Authorization List online at [Humana.com/PAL](https://www.humana.com/PAL).

**Please note:** Humana Healthy Horizons partners with WholeHealth Living™ (Tivity), eviCore healthcare, Avesis and New Century Health for prior authorization reviews. Details regarding the services these partners are responsible for are contained in the [Humana Healthy Horizons in Kentucky Provider Manual](#).

## Frequent contact information

Important resources	Contact information	Hours of operation (All times Eastern)
Provider services	800-444-9137	Monday through Friday, 8 a.m. to 6 p.m.
Enrollee services	800-444-9137	Monday through Friday, 7 a.m. to 7 p.m.
TTY for the deaf and hard-of-hearing	711	
Medical and behavioral health prior authorizations and utilization management	800-444-9137 Fax: 833-974-0059	Monday through Friday, 8 a.m. to 8 p.m.
eviCore high-end radiology services authorizations	866-672-8115 Fax: 800-540-2406	Monday through Friday, 7 a.m. to 7 p.m.
eviCore physical, speech, occupational therapy authorizations	866-672-8115 Fax: 855-774-1319	Monday through Friday, 7 a.m. to 7 p.m.
Tivity chiropractic authorizations	855-800-9804 Fax: 888-492-1025 <a href="https://www.wholehealthpro.com">wholehealthpro.com</a>	Monday through Friday, 8:30 a.m. to 5:30 p.m.
Avesis dental and vision authorizations	Dental: 888-211-0599 Vision: 844-511-5760	Monday through Friday, 7 a.m. to 7 p.m.
New Century Health adult chemotherapy authorizations	855-427-1372; option 1 <a href="https://www.my.newcenturyhealth.com">my.newcenturyhealth.com</a>	Monday through Friday, 8 a.m. to 8 p.m.
MedImpact Pharmacy Benefit Manager MedImpact Universal Prior Authorization form available at <a href="https://kyportal.medimpact.com">https://kyportal.medimpact.com</a>	844-336-2676 Fax: 858-357-2612	Available 24 hours a day, 7 days a week
Medication intake team (prior authorization for medication administered in medical office)	866-461-7273 Fax: 888-447-3430	Monday through Friday, 8 a.m. to 11 p.m.
Availity Essentials	800-282-4548 (800-AVAILITY)	Monday through Friday, 8 a.m. to 7:30 p.m.
Care Management Referrals and Assistance	888-285-1121 <a href="mailto:KYMCDCaseManagement@humana.com">KYMCDCaseManagement@humana.com</a>	Monday and Friday, 7:30 a.m. to 6 p.m.; Tuesday through Thursday, 8 a.m. to 5:30 p.m.
Kentucky DMS Provider Services department	855-824-5615	

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

Fraud, waste and abuse reporting	Phone number	Hours of operation (All times Eastern)
<b>Humana Special Investigations Unit</b>	800-614-4126	Available 24 hours a day, 7 days a week
<b>Kentucky Cabinet for Health and Family Services Office of the Inspector General</b>	800-372-2970	Monday through Friday, 8 a.m. to 4:30 p.m.

## Important addresses

Humana department	Address
<b>Dental and vision grievances and appeals</b>	Avesis Third Party Administrators Inc. Attn: Complaint Appeal and Grievances P.O. Box 38300 Phoenix, AZ 85069-8300
<b>Dental and vision prior authorization appeals</b>	Avesis Third Party Administrators Inc. Attention: Utilization Management Appeals P.O. Box 38300 Phoenix, AZ 85069-8300
<b>Provider correspondence</b>	Humana Attn: Provider Correspondence P.O. Box 14601 Lexington, KY 40521-
<b>Provider claims dispute</b>	Humana Attn: Provider Complaints P.O. Box 14601 Lexington, KY 40521-4601
<b>Provider/enrollee grievances and appeals</b>	Humana Health Plans Attn: Grievances and Appeals P.O. Box 14546 Lexington, KY 40512-4546
<b>Paper claims</b>	Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601
<b>Paper encounters*</b>	Humana Encounters P.O. Box 14605 Lexington, KY 40512-4605
<b>Quality improvement program</b>	Humana Quality Operations Compliance and Accreditation Department 321 W. Main St., WFP 20 Louisville, KY 40202
<b>Provider demographic changes</b>	Medical providers email: <a href="mailto:ProviderDevelopmentKYWV@Humana.com">ProviderDevelopmentKYWV@Humana.com</a> Behavioral health providers email: <a href="mailto:KYBHMedicaid@humana.com">KYBHMedicaid@humana.com</a>

\* For healthcare providers in a capitated agreement with Humana, such as independent practice associations (IPAs), please submit encounter codes for services rendered to enrollees.

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

## Other network information

Required networks/vendor name	Phone number
Avesis—Dental	888-211-0599
Avesis—Vision	844-511-5760
Nonemergency transportation vendor (service offered by Kentucky Medicaid)	888-941-7433

## Claims process by coverage

Coverage type	
<b>Medical, behavioral health and chiropractic</b>	<p><b>Humana payer IDs</b> Claims: 61101</p> <p><b>Submit claims directly and at no cost through:</b> <a href="https://www.availity.com">Availity.com</a></p> <p><b>File paper claims by mail to:</b> Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601</p> <p><b>File paper encounters by mail to:</b> Humana Claims Office P.O. Box 14605 Lexington, KY 40512-4605</p>
<b>Dental</b>	<p>Avesis—Submit dental claims to: Avesis Third Party Administrators Inc. ATTN: Humana Health Plan—Dental claims P.O. Box 38300 Phoenix, AZ 85069-8300 <a href="https://www.avesis.com">Avesis.com</a></p>
<b>Vision</b>	<p>Avesis—Submit vision claims to: Avesis Third Party Administrators Inc. ATTN: Humana Health Plan—Vision claims P.O. Box 38300 Phoenix, AZ 85069-8300 <a href="https://www.avesis.com">Avesis.com</a></p>

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

## Behavioral health and medical claims issue resolution

For issue resolution of both Medicaid behavioral health- and medical-related claims issues, please call Provider Services at 800-444-9137 and obtain a call reference number.

If your claim issue is not resolved, please email [KYMCDCCR@humana.com](mailto:KYMCDCCR@humana.com) and copy your [Provider Relations representative](#) with:

- A description of your issue
- The call reference number (only one per issue)
- This [claims submission form](#) filled in with your claim examples

If you have a large volume of claims for the same issue, you need only provide a few examples. Humana will pull a report to capture any other affected claims.

## Provider Relations inquiries

Please email [KYMCDPR@humana.com](mailto:KYMCDPR@humana.com) for assistance with inquiries and other requests including, but not limited to:

- Your assigned Provider Relations representative
- Policy and procedures
- Group roster requests
- Orientation and training
- Onsite visits and virtual meetings
- Network notices and communications

## Enrollee ID card samples

Your Humana Healthy Horizons in Kentucky-covered patients received new enrollee ID cards with new group numbers. Their enrollee and Medicaid ID numbers remain the same. Please ask enrollees to present their 2023 ID card at the time of service.

**Humana | Healthy Horizons™ in Kentucky**  
A Medicaid product of Humana Health Plan, Inc.

**ENROLLEE NAME**  
**Enrollee ID: HXXXXXXXXX**

Medicaid ID#: XXXXXXXX      Group #: KYM01  
Date of Birth: XX/XX/XX      RxBIN: 023880  
Effective Date: XX/XX/XX      RxPCN: KYPROD1

PCP Name: XXXXXXXX  
PCP Phone: (XXX) XXX-XXXX

**MediImpact**

Enrollee/Provider Service: 1-800-444-9137  
TTY, call 711

Enrollee Behavioral Health Crisis Line: 1-833-801-7355  
Pharmacy Services for Enrollees/Providers: 1-800-210-7628  
Pharmacy Prior Authorization: 1-844-336-2676  
24 Hour Nurse Line: 1-800-648-8097

Please visit us at **Humana.com/HealthyKentucky**  
**For online provider services, go to [www.availity.com](http://www.availity.com)**

Please mail all claims to:  
**Humana Medical**  
**P.O. Box 14601**  
**Lexington, KY 40512-4601**

**Humana | Healthy Horizons™ in Kentucky**  
Un producto de Medicaid de Humana Health Plan, Inc.

**NOMBRE DEL AFILIADO**  
**Identificación del afiliado: HXXXXXXXXX**

N.º de identificación de Medicaid: XXXXXXXX      N.º de grupo: KYM01  
Fecha de nacimiento: XX/XX/XX      RxBIN: 023880  
Fecha de vigencia: XX/XX/XX      RxPCN: KYPROD1

Nombre del PCP: XXXXXXXX  
Teléfono del PCP: (XXX) XXX-XXXX

**MediImpact**

Servicio para afiliados/proveedores: 1-800-444-9137  
TTY, llame al 711

Línea de crisis de salud del comportamiento para afiliados: 1-833-801-7355  
Servicios de farmacia para afiliados/proveedores: 1-800-210-7628  
Autorización previa de farmacia: 1-844-336-2676  
Línea de enfermería las 24 horas: 1-800-648-8097

Visítenos en: **espanol.humana.com/HealthyKentucky**  
**Para obtener servicios para proveedores en línea, visite [www.availity.com](http://www.availity.com)**

Envíe todas las reclamaciones por correo postal a:  
**Humana Medical**  
**PO Box 14601**  
**Lexington, KY 40512-4601**

Please note: Humana Healthy Horizons member ID cards are subject to change in provider training materials with limited notice. The ID cards published are the most current Kentucky DMS-approved version when published.

The following are some of the many clearinghouses offering services to healthcare providers. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.

Clearinghouse vendor website	
<a href="#">Availity</a>	
<a href="#">Change Healthcare</a>	
<a href="#">TriZetto®</a>	
<a href="#">SSI Group</a>	
Humana payer IDs	
Fee-for-service claims	61101

## Annual compliance training

Humana supports physicians and other healthcare providers in their efforts to care for patients with Medicaid coverage by offering training materials to help them meet state and federal compliance requirements.

There are a variety of materials available, including:

- [Humana Healthy Horizons in Kentucky Medicaid Provider Orientation and Training](#)
- [Health, Safety and Welfare Training](#)
- [Cultural Competency](#)
- [General Compliance and Fraud, Waste and Abuse Training](#)
- [Ethics Every Day for Contracted Healthcare Providers and Third Parties \(Standards of Conduct\)](#)

These trainings can be found by visiting [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance) or on [Availity.com](https://www.availity.com).

Be sure to complete the Medicaid Partner Training Attestation form to ensure completion is documented.

More information is available at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance). See the [Medicaid Training and Orientation for Kentucky](#) for further guidance.

## Go365 for Humana Healthy Horizons

Go365 for Humana Healthy Horizons® is a wellness program that offers enrollees the opportunity to earn rewards for taking healthy actions. Most of the rewards are earned and awarded when Humana Healthy Horizons in Kentucky receives a provider's claim for services rendered.

Humana Healthy Horizons recommends that all providers submit their claims on behalf of an enrollee by the end of February 2024. This allows enrollees time to redeem their reward(s). Humana Healthy Horizons publishes billing guidelines on [Humana.com/HealthyKY](https://www.humana.com/HealthyKY) for these services. For more information on Go365 for Humana Healthy Horizons added benefits, please consult our [provider manual](#).

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