

## Network Notification – Humana Healthy Horizons in Kentucky

**Notice date:**

**To:** Humana Healthy Horizons® in Kentucky Provider Network  
**From:** Humana Healthy Horizons in Kentucky  
**Subject:** Substance use disorder (SUD) inpatient and residential services prior authorization (PA) reinstatement

**Effective date:**

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As per the Kentucky Department for Medicaid Services PA Guidance issued May 5, 2022, Humana Healthy Horizons in Kentucky will reinstate prior authorization requirements for SUD inpatient and residential services **effective July 1, 2022**.

Humana Healthy Horizons will implement the following key dates for SUD inpatient and residential services PA requests for dates of service starting July 1, 2022. Humana Healthy Horizons recommends that providers submit PA requests per the timeline below:

**Key dates and guidelines for prior authorization submission**

- Monday, June 27, 2022:
  - SUD treatment in an American Society of Addiction Medicine (ASAM) 3.5 or 3.1 setting
  - Enrollees already admitted or who will be admitted by July 1, 2022
- Thursday, June 30, 2022:
  - All other SUD inpatient and residential services
  - Enrollees already admitted or who will be admitted by July 1, 2022
- Friday, July 1, 2022
- Prior authorization requests for all SUD inpatient and residential levels of care must be submitted.

**For reference, please keep in mind Humana Healthy Horizons standard PA processes:**

- Submit initial PA requests via Availity Essentials, fax or phone.
- Include all pertinent clinical information in the PA request.
- Delivery of PA approval notices are handled via Availity Essentials. Healthcare providers must request approval receipt by different means than Availity Essentials at the time of the PA request.
- Delivery of PA denial notices are handled verbally to the healthcare provider, detailed in Availity Essentials, faxed and mailed.
- Humana Healthy Horizons in Kentucky Behavioral Health Utilization Management clinicians contact providers on the last covered day to determine if a continued stay review is necessary and assist with discharge planning.

For more information on PA requests, please visit [Humana.com/KYPriorAuthorizations](https://www.humana.com/KYPriorAuthorizations).

**Providers who take advantage of early PA submission can expect the following during the period of June 27 – 30, 2022:**

- Opportunity to have services approved for dates of service July 1, 2022, forward, in advance
  - Dates of service prior to July 1, 2022, will not need resubmission
- Cases where medical necessity is met for the requested services:
  - Processed as a notification for dates of services through June 30, 2022, Humana Healthy Horizons staff will communicate verbally with provider.
  - PA approvals will be issued for dates of service July 1, 2022
  - PA approval communicated through Availity Essentials
- Cases where medical necessity cannot be determined:
  - Processed as a notification through June 30, 2022, only; Humana Healthy Horizons staff will communicate verbally with the provider that this is not an approval
  - Denials will not be issued during the time period of June 27 – 30, 2022
  - Providers are required to resubmit for full clinical review on July 1, 2022

If you have questions regarding the reinstatement of SUD inpatient and residential services PA requirements or Humana Healthy Horizons PA process, please contact your assigned provider relations representative or email [KYMCDPR@humana.com](mailto:KYMCDPR@humana.com). Provider relations representative assignments and contact information can be found by visiting [Humana.com/KYDocuments](https://www.humana.com/KYDocuments).