New Horizon Provider Newsletter Archive

New Horizon Kentucky Provider Newsletter Volume VII – May 2023 →

Topics include:

- Humana Healthy Horizons: Medicaid coverage that gives enrollees much more than the basics
- Healthy activities can earn enrollees rewards
- Federal government announces end of COVID-19 public health emergency: How to help your Humana Healthy Horizons-covered patients with eligibility
- Visits by Provider Relations staff help Humana Healthy Horizons comply with care contract
- Specific billing codes receive updates for Kentucky Medicaid-covered patients
- Antidepressant Healthcare Effectiveness Data and Information Set (HEDIS) measure improves medication adherence
- Ask enrollees about their support systems and daily challenges—questions that can improve quality of care and emotional health
- Address potential recordkeeping shortcomings with this list of 10 most frequent missing elements
- HEDIS goal helps enrollees with schizophrenia reach 80% medication adherence
- Let us know if your office contact information has changed
- Resources to make your claims process with Humana easier

New Horizon Kentucky Provider Newsletter Volume VI – October 2022 →

Topics include:

- Humana Healthy Horizons® updates grievance and appeals submission window
- Use updated anesthesia codes for your claims billing process
- Humana Healthy Horizons announces a reinstatement of substance use disorder (SUD) prior authorization requests
- Understand benefit limits for urine drug testing for better treatment
- Provider relations team expanding to serve you better

Humana
Healthy Horizons®
in Kentucky

- Small actions can improve asthma care and reduce costs
- Tobacco cessation program can help enrollees as young as 12
- Screenings can help assess patients at risk for depression
- Support SUD patients with timely follow-up after hospital discharge
- Medical record reviews help highlight strengths and identify areas for opportunity
- Earn continuing education credits with access to Relias
- Front-end Availity Essentials edits added to improve incoming claims data
- Use Making It Easier presentations to simplify doing business with Humana

New Horizon Kentucky Provider Newsletter Volume V – May 2022 →

Topics include:

- Humana Healthy Horizons® updates grievance and appeals submission window
- Use updated anesthesia codes for your claims billing process
- Humana Healthy Horizons announces a reinstatement of substance use disorder (SUD) prior authorization requests
- Understand benefit limits for urine drug testing for better treatment
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New Horizon Kentucky Provider Newsletter Volume IV – December 2021 →

Topics include:

- Make sure enrollees know about no-cost flu shots
- Reduce health disparities by addressing cultural and linguistic diversity
- Start colorectal cancer screenings at 45 despite COVID-19 challenges

- Help keep your PCP panel status current
- Stay up to date on children's vaccine program claims
- HEDIS tools can help to improve compliance rate in mental health
- Familiarize yourself with new Kentucky DMS MAP form
- Take advantage of resources to make claims easier

New Horizon Kentucky Provider Newsletter Volume III – Aug. 2021 →

Topics include:

- Humana Healthy Horizons in Kentucky: New name, same level of service
- Enrollees can earn $40 in rewards for receiving a COVID-19 vaccine
- Updates to behavioral health, medical claims issue resolution
- New prior authorization services partners: eviCore and New Century Health
- Help address social determinants of health with your patients
- Updated Kentucky DMS prior authorization guidance
- Verify your patient's Medicaid eligibility via KYMMIS
- Kentucky DMS rolls out new managed care organization single pharmacy benefit manager
- Follow up after high-intensity care for substance use disorder to improve patient outcomes
- Kentucky Medicaid Bypass List for Commercial Insurance Non-covered Codes
- Paper claim requirement to prevent eligibility denials for patients who switch MCOs
- View March 2021 updates to the retrospective review policy
- Kentucky DMS updates no-show, cancellation fee guidance for Medicaid enrollees
- Improve patient outcomes, close care gaps with Comprehensive Diabetes Care – Eye Exam performance measure
- Making It Easier' series of educational presentations
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New Horizon Kentucky Provider Newsletter Volume II – Apr. 2021 →

Topics include:

- Claim Dispute Process
- Kentucky DMS Prior Authorization Guidance – Effective Feb. 1, 2021
- Reminder: Claim Submission Requirements Update
- Timely Filing Change – Effective July 1, 2020
- Required Forms: Notice, Completion, Retention and Claim Submission

- Bypass Code List – Updated Dec. 15, 2020
- Grievance Form Update
- Diabetes Management – Vida Health
- New Wellness Program: Go365® for Humana Healthy Horizons in Kentucky
- Pacify App for Pregnant Enrollees and New Moms
- Humana Healthy Horizons in Kentucky Value-added Services Guide
- Provider Call Center Updated Hours

New Horizon Kentucky Provider Newsletter Volume I – Oct. 2020 →

Topics include:

- Introducing Humana Healthy Horizons™ in Kentucky
- COVID-19 Updates & Information
- Kentucky Implements Contact Tracing
- Humana Reinstates Specific Prior-authorization Requirements
- Humana Updates and Clarifies Its Retrospective Review Policy
- Kentucky DMS Medicaid Bypass Code List Implemented in Humana's Claim Payment System
- Humana Healthy Horizons Added Benefits
- New Wellness Program: Go365® for Humana Healthy Horizons
- Prevent or Report Fraud, Waste and Abuse