

## Provider Resource Guide

### Online self-service

A variety of provider materials and resources are available on the public website at [Humana.com/Providers](https://www.humana.com/providers) (no registration required). Medicaid-specific materials, communications and quality resources can be found at [Humana.com/HealthyLA](https://www.humana.com/HealthyLA), including:

- Health and wellness programs
- Clinical practice guidelines
- Provider publications (including provider manual, newsletters, program updates)
- Pharmacy services
- Claim resources
- Quality resources
- What's new

### Healthcare providers who want to work with Humana online can register for Availity Essentials at no cost

Providers are encouraged to register for Availity Essentials at no cost. This secure, multipayer portal allows providers to interact securely with Humana Healthy Horizons® in Louisiana and other participating payers without learning to use multiple systems or remembering different usernames and passwords for each payer. Many tools available to Humana Healthy Horizons are accessible from Availity Essentials. To learn more, call Availity® at 800-282-4548 or visit [Availity](https://www.availity.com). Availity Essentials lets you:

- Check eligibility and benefits
- Submit referrals and authorizations
- Check claim status
- Confirm/make claim submissions
- Receive remittance advice
- View member 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 EFT and ERA.** Visit [Humana.com/EpagementInfo](https://www.humana.com/epaymentinfo) for more information on EFT and ERA.

For help or more information regarding these self-service tools, call Provider Services at **1-800-448-3810**. 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 Training opportunities.

## Medicaid prior authorization list

Humana requires prior authorization for certain services to facilitate care coordination as well as to confirm that the services are provided according to Louisiana Department of Health (LDH) coverage policies. To determine if prior authorization is required for a patient with Humana Healthy Horizons in Louisiana (Louisiana Medicaid) coverage, including physician-administered medication, physicians and other healthcare providers should review the Louisiana Medicaid Prior Authorization List online at [Humana.com/PAL](https://www.humana.com/PAL).

## Frequent contact information

Important numbers	Phone number Fax number (if applicable)	Hours of operation
Provider and member services	1-800-448-3810	Monday through Friday, 7 a.m. to 7 p.m.
TTY for the hard of hearing	711	
Medical and behavioral health prior authorizations	1-800-448-3810 Fax: 1-833-974-0059	Monday through Friday, 7 a.m. to 7 p.m.
Care management	1-800-448-3810	Monday through Friday, 7 a.m. to 7 p.m.
Gainwell Technologies (fee-for-service (FFS) pharmacy benefit manager (PBM))	1-800-648-0790	Monday through Friday, 8 a.m. to 5 p.m. (excluding holidays)
Physician-administered medications prior authorization	1-866-461-7273	Monday through Friday, 7 a.m. to 7 p.m.
Preferred Drug List (PDL) medication prior authorization	1-866-730-4357	Monday through Saturday, 8 a.m. to 6 p.m. (excluding holidays)
Claim payment inquiries	1-800-448-3810	Monday through Friday, 8 a.m. to 6 p.m.
Availity	1-800-282-4548 (1-800-AVAILITY)	Monday through Friday, 7 a.m. to 7 p.m., press 0 for live assistance
Louisiana Department of Health (LDH) – Louisiana Medicaid Customer Service Hotline	1-888-342-6207 (TTY: 1-800-220-5404)	
Fraud, waste and abuse reporting		
Humana	1-800-614-4126	
Louisiana Medicaid Fraud and Abuse Hotline	1-800-488-2917 (TTY: 1-800-220-5404)	

## Important addresses



[Humana.com/HealthyLA](https://www.humana.com/HealthyLA)

Humana Healthy Horizons in Louisiana is a Medicaid product of Humana Benefit Plan of Louisiana Inc.

Humana department	Address
<b>Provider correspondence</b>	Humana Attn: Provider Correspondence P.O. Box 14601 Lexington, KY 40512-4601
<b>Provider claim dispute submissions</b>	Humana Attn: Provider Complaints P.O. Box 14601 Lexington, KY 40512-4601
<b>Member grievances and appeals</b>	Humana Healthy Horizons in Louisiana Attn: Grievance and Appeal Department P.O. Box 14546 Lexington, KY 40512-4546
<b>Quality improvement program</b>	Humana Healthy Horizons in Louisiana Attn: Quality Improvement Department P.O. Box 14822 Lexington, KY 40512-4822
<b>Provider demographic changes</b>	Medical providers - <a href="mailto:LAMSPROVIDERINTAKE@HUMANA.COM">LAMSPROVIDERINTAKE@HUMANA.COM</a> Behavioral health providers - <a href="mailto:LABHMEICAID@HUMANA.COM">LABHMEICAID@HUMANA.COM</a>

## Other network information

Required networks/ vendor name	Phone number
DentaQuest – Dental	<b>1-800-508-6785</b>
Superior – Vision	<b>1-877-235-5317</b>
WholeHealth Networks, Tivity Health® – acupuncture and massage network	<b>1-888-338-5042</b>
MediTrans – Nonemergency transportation vendor	<b>1-844-613-1638</b>



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## Claims


Coverage type	Dates of service, effective Jan. 1, 2023
Medical	<p><b>Humana payer IDs</b>  Claims: 61101  Encounters: 61102</p> <p><b>Submit claims directly and at no cost through <a href="#">Avality</a>.</b></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>
Behavioral health	<p><b>Humana payer IDs</b>  Claims: 61101  Encounters: 61102</p> <p><b>Submit claims directly and at no cost through <a href="#">Avality</a>.</b></p> <p><b>File paper claims by mail to:</b>  Humana Claims Office  P.O. Box 14601  Lexington, KY 40512-4601</p>
Tivity massage and acupuncture providers	<p><b>Humana payer IDs</b>  Claims: 61101</p> <p><b>Submit claims directly and at no cost through <a href="#">Avality</a>.</b></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>

## Member ID card samples

**Humana Healthy Horizons in Louisiana**  
A Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.

**MEMBER NAME**  
**Member ID: HXXXXXXXXX**

RxGRP: HUMANA  
RxBIN: 610514  
RxPCN: LOUIPROD  
PCP Name: XXXXXXXXX  
PCP Office/24 Hour Number: XXX-XXX-XXXX  
PCP Address: XXXXXXXXXX

 Please present this card each time before you receive medical care except in an emergency. In case of emergency, call 911 or go to the closest emergency room.

**Member/Provider Services & Grievances: 1-800-448-3810**

Member Transportation Services: 1-844-613-1638  
24-Hour Nurse Advice Line: 1-800-448-3810  
24-Hour Behavioral Health Crisis Line: 1-844-461-2848  
Member Reporting Medicaid Fraud: 1-800-488-2917  
Pharmacist Provider Services and Prior Authorization: 1-866-730-4357  
Pharmacist Rx Inquiries: 1-800-648-0790  
Member Pharmacy Help Desk: 1-800-437-9101

TTY, call 711 | Please visit us at: [Humana.com/HealthyLouisiana](https://www.humana.com/HealthyLouisiana)  
Please mail claims to or go to [Availity.com](https://www.availity.com)  
**Humana Claims, P.O. Box 14601, Lexington, KY 40512-4601**

Please note: This PDF meets state/compliance guidelines and could be subject to change at any time. Notification will be communicated if compliance guidelines change.

## Humana's clearinghouse information – Electronic data interchange (EDI)

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 name	Website
Availity	<a href="https://www.availity.com">Availity</a>
Trizetto	<a href="https://www.trizetto.com">Trizetto</a>
McKesson	<a href="https://www.mckesson.com">McKesson</a>
Change Healthcare	<a href="https://www.changehealthcare.com">ChangeHealthcare</a>
SSI Group	<a href="https://www.ssigroup.com">TheSSIGroup</a>
Humana payer ID	
FFS claims	61101
Encounter claims	61102

## Annual compliance training

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



[Humana.com/HealthyLA](https://www.humana.com/HealthyLA)

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There are a variety of materials available, including:

- Humana Healthy Horizons provider orientation and training
- Health, safety and welfare training
- Cultural competency training
- General compliance and fraud, waste and abuse training

More information is available on Humana's website at [Humana.com/HealthyLA](https://www.humana.com/HealthyLA) by choosing the "Healthcare Provider Training Materials" tab or at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance).

## Covered services

Humana, through its contracted providers, is required to arrange for the following medically necessary services for each patient:

- Abortion services—limited
- Allergy testing and allergen immunotherapy
- Ambulatory surgical services
- Anesthesia
- Applied behavioral analysis therapy (ages 0–20)
- Asthma care—home-based interventions
- Audiology services
- Bariatric surgery
- Breast surgery
- Chiropractic services (ages 0–20)
- Cochlear implant (ages 0–20)
- Diabetes self-management training
- Doula services
- Durable medical equipment, prosthetics, orthotics and certain supplies
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services (ages 0–20)
- Emergency services
- End-stage renal disease services
- Eye care and vision services
- Family planning services
- Federally qualified health center (FQHC)/rural health clinic (RHC) services
- Genetic testing
- Glasses, contacts and eyewear
- Gynecologic services
- Home health extended services (ages 0–20)
- Home health services
- Hospice services
- Hospital services
  - Inpatient hospital services
  - Outpatient hospital services
- Hyperbaric oxygen therapy
- Immunizations
- Intrathecal baclofen therapy

- Laboratory and radiology services
- Newborn care and discharge
- Obstetrics
- Pediatric day healthcare services (ages 0–20)
- Personal care services (ages 0–20)
- Pharmacy services
- Physician-administered medication
- Physician/professional services
- Podiatry services
- Preventive services for adults (ages 21 and older)
- Sterilization
- Telemedicine/telehealth
- Therapy services
- Tobacco cessation services
- Transportation services—medical
- Vagus nerve stimulators

### Humana's value added benefits

Value added benefits (VABs) are those services offered by Humana and approved in writing by LDH that are not otherwise covered or that exceed limits outlined in the Louisiana Medicaid plan and fee schedules. These services are in excess of the amount, duration and scope of those services listed above. Humana's VAB programs include:

- Cellphone services
- Dental services (ages 21 and older)
- Drowning prevention classes (ages 0–21)
- GED test preparation (ages 16 and older)
- Housing assistance (ages 21 and older)
- Meals—disaster preparedness/relief
- Meals—post-discharge
- Newborn circumcision (0 to 12 months)
- Over-the-counter (OTC) allowance
- Pain management—acupuncture services (ages 21 and older)
- Pain management—massage therapy (ages 21 and older)
- Portable cribs
- Respite care for the homeless program (males ages 18 and older)
- Sports physicals (ages 6–18)
- Vision services (ages 21 and older)
- YMCA membership



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## Pharmacy

Humana Healthy Horizons members get prescription drug coverage through Gainwell, Louisiana Medicaid's FFS PBM. Our members must use only Gainwell network pharmacies to get medications under the pharmacy benefit.

Contact	Phone number	Mailing address	Hours of operation
University of Louisiana at Monroe – Prior Authorization Unit	1-866-730-4357	Prior Authorization Unit 1800 Bienville Drive Monroe, LA 71201-3765	8 a.m. – 6 p.m. Monday – Saturday (excluding holidays)
Gainwell Technologies Provider Relations	1-800-473-2783	P.O. Box 91024 Baton Rouge, LA 70821	8 a.m. – 5 p.m. Monday – Friday (excluding holidays)
Gainwell Technologies POS Help Desk	1-800-648-0790	P.O. Box 91024 Baton Rouge, LA 70821	8 a.m. – 5 p.m. Monday – Friday (excluding holidays)
Gainwell Technologies Provider Enrollment	1-225-923-8510	P.O. Box 80159 Baton Rouge, LA 70898-0159	8 a.m. – 5 p.m. Monday – Friday (excluding holidays)