



## Early Intervention Services and Child Health Services Targeted Case Management

The chart below is Humana’s guidance related to these integral services:

<b>Question</b>	<b>Response</b>						
What is Humana’s strategy for contracting these services?	Humana will work to directly contract with the 15 Early Steps agencies across the State, however, we will reimburse any fully enrolled or limited enrolled Medicaid provider that is approved to perform these services, whether they are contracted or not. For individual providers, you do not need to worry about signing single-case agreements, or contracting – we will pay all State fully enrolled or limited enrollment providers (contracted and non-contracted with us) right away without authorization requirements.						
How should you bill Humana?	Paper and electronic HCFA 1500 (professional) claims are acceptable billing forms.						
Where should paper claims be sent?	Both during and after the transition period, claims should be sent to: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601						
How can I start submitting electronic claims?	To submit a claim both during and after the transition period, Humana MMA providers: <ul style="list-style-type: none"> <li>• Go to <a href="http://Humana.com/claimresources">Humana.com/claimresources</a></li> <li>• Choose “Claims and encounter submission”</li> <li>• Use payer ID 61101 for electronic claim submissions</li> </ul> If you have questions, feel free to email <a href="mailto:eBusiness@humana.com">eBusiness@humana.com</a> .						
What will Humana’s reimbursement be?	The Early Intervention Services and Child Health Services Targeted Case Management Early Intervention Services will be reimbursed at 100% of the Florida Medicaid fee schedules, as long as they are billed with the appropriate HCPC and modifier combinations for registered and DOH-certified providers – see links: <b>EIS:</b> <a href="http://ahca.myflorida.com/medicaid/review/Reimbursement/2018-01-01_Fee_Schedules/EIS_Fee_Schedule_2018.pdf">http://ahca.myflorida.com/medicaid/review/Reimbursement/2018-01-01_Fee_Schedules/EIS_Fee_Schedule_2018.pdf</a> <b>TCM:</b> <a href="http://ahca.myflorida.com/medicaid/review/Reimbursement/2018-01-01_Fee_Schedules/Child_Health_TCM_Fee_Schedule_2018.pdf">http://ahca.myflorida.com/medicaid/review/Reimbursement/2018-01-01_Fee_Schedules/Child_Health_TCM_Fee_Schedule_2018.pdf</a>						
Will Humana require authorization for services?	No, Humana will reimburse all services billed in accordance with the fee schedules above without authorization/referral requirements, both during and after the transition phase.						
Where can I find Humana’s claims clearinghouse contact information?	<ul style="list-style-type: none"> <li>• Availity <a href="http://www.availity.com">www.availity.com</a> 1-800-282-4548</li> <li>• Change Healthcare <a href="http://www.changehealthcare.com">www.changehealthcare.com</a> 1-888-363-3361</li> <li>• ZirMed <a href="http://www.zirmed.com">www.zirmed.com</a> 1-877-494-7633</li> <li>• TriZetto <a href="http://www.trizettoprovider.com">www.trizettoprovider.com</a> 1-800-969-3666</li> <li>• SSI Group <a href="http://www.thessigroup.com">www.thessigroup.com</a> 1-800-881-2739</li> </ul> <i>*Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.</i>						
Whom can I contact at Humana for specific questions related to these services?	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;"><u>North Florida</u></td> <td style="width: 50%;"><u>South Florida</u></td> </tr> <tr> <td>Jim Puckett</td> <td>Anne Saintilus</td> </tr> <tr> <td>1-813-288-6328</td> <td>1-305-626-5006</td> </tr> </table>	<u>North Florida</u>	<u>South Florida</u>	Jim Puckett	Anne Saintilus	1-813-288-6328	1-305-626-5006
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What is Humana’s timeline for reimbursement?	Humana intends to process all claims within Statutory requirements for paper and electronic submissions both during and after the transition period, and for any coordination of care for all members.						
What policies is Humana following for these services	Humana will follow the policies outlined in this website for both EIS (Policy 59G-4.085) and TCM (Policy 59G-8.700) services: <a href="http://www.fdhc.state.fl.us/medicaid/review/specific_policy.shtml">http://www.fdhc.state.fl.us/medicaid/review/specific_policy.shtml</a>						