



Medical Foster Care – Provider Training for Billing/Claims Payment

The following FAQ details Humana's guidance related to medical foster care (MFC) services:

Question	Response								
What is Humana's strategy for contracting MFC services?	Humana continues to work directly with MFC parents. It is not Humana's intention to add additional administrative burden to MFC providers or require a rigorous contracting or credentialing process. As long as MFC parents submit claims appropriately to Humana in accordance with guidelines in this document, Humana pays all state-limited or fully enrolled with active-status providers right away without authorization during and after the transition period.								
How should I bill Humana?	Paper and electronic HCFA-1500 (professional) claims are acceptable billing forms. Ensure codes billed align with the fee schedule found at the end of this document.								
Where should paper claims be sent?	Claims should be sent to the following address during and after the transition period: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601								
Where can I submit electronic claims?	To submit a claim during and after the transition period and to access training materials: <ul style="list-style-type: none"> • Go to Humana.com/claimresources • Choose "Claims and encounter submission" • Use payer ID 61101 for electronic claim submissions 								
Can I receive payments via Electronic Funds Transfer	Yes. To set up or change EFT/ERA with multiple payers, you may use EnrollHub™, a CAQH EFT/ERA Solution.™ To learn more visit Humana.com/epaymentinfo								
What will Humana's reimbursement be?	MFC services reimburse at 100 percent of Florida Medicaid fee schedules, as long as they bill with appropriate Healthcare Common Procedure Coding System (HCPCS) and modifier combinations for registered and Department of Health (DOH)-certified providers. For more information, please visit http://ahca.myflorida.com/medicaid/review/Reimbursement/2019-01-01_Fee_Sched_Billing_Codes/Medical_Foster_Care_Fee_Schedule_2019.pdf .								
Does Humana require authorization for services?	No, Humana reimburses all services billed in accordance with the fee schedule without authorization/referral requirements during and after the transition period.								
Where can I find Humana's claims clearinghouse contact information?	<ul style="list-style-type: none"> • Availity www.availity.com 1-800-282-4548 • Change Healthcare www.changehealthcare.com 1-888-363-3361 • WayStar www.waystar.com 1-877-494-7633 • TriZetto www.trizettoprovider.com 1-800-969-3666 • SSI Group www.thessigroup.com 1-800-881-2739 <p><i>*Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.</i></p>								
Where can I access training material?	<p>Provider reference materials: https://www.humana.com/provider/support/clinical/medicaid-materials/florida</p> <p>Access webinars: https://www.humana.com/provider/support/provider-self-service/interactive/#acc-heading-7</p>								
Whom can I contact at Humana for specific questions related to these services, or to escalate issues around claim payment?	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">North Florida</th> <th style="text-align: left;">South Florida</th> <th style="text-align: left;">NFL Case Manager</th> <th style="text-align: left;">SFL Case Manager</th> </tr> </thead> <tbody> <tr> <td>Jim Puckett 1-813-288-6328</td> <td>Sabrina Ubinas Jones 1-305-626-5006</td> <td>Jessica Skelton Cannon 1-800-393-8858</td> <td>Jeanine Luster 1-800-393-8858</td> </tr> </tbody> </table> <p>If you wish to communicate via email, please send emails to HumanaMedicaidCMAT@humana.com.</p>	North Florida	South Florida	NFL Case Manager	SFL Case Manager	Jim Puckett 1-813-288-6328	Sabrina Ubinas Jones 1-305-626-5006	Jessica Skelton Cannon 1-800-393-8858	Jeanine Luster 1-800-393-8858
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What is Humana's timeline for reimbursement?	Humana intends to process all claims within 20 days for paper and 15 days for electronic submissions during and after the transition period, including coordination-of-care claims, for all members, in accordance with statutory requirements.								
How do I submit a complaint?	For all inquiries, including complaints, please contact Humana customer service at 1-800-477-6931 or email FLMedicaidProviderRelations@humana.com . Based on the issue or complaint, a Humana associate with the appropriate designated authority reviews your inquiry to resolve your issue or complaint.								
Where can I find additional Humana Medicaid provider information?	For all provider materials, please visit https://www.Humana.com/FloridaMedicaid								
What policies does Humana follow for these services?	Humana follows the policies outlined in the following website for MFC services: http://www.fdhc.state.fl.us/medicaid/review/Specific/59G-4.197_MFC_Coverage_Policy.pdf								
How do I become limited or fully enrolled with the state to perform these services?	Once you complete your DOH certification/training to become a MFC parent, you are limited or fully enrolled on the state's provider master file. Humana uses the entry into the master file as confirmation of necessary training,								



and does not require additional credentialing requirements prior to servicing our members or receiving appropriate payment.

Medical Foster Care Services Fee Schedule 2019

CODE	MODIFIER	DESCRIPTION OF SERVICE	SERVICE MAXIMUM FEE
S5145	HA	Level I Medical Foster Care Service	\$38.80 per day
S5145	TF	Level II Medical Foster Care Service	\$48.50 per day
S5145	TG	Level III Medical Foster Care Service	\$67.90 per day