

# Update on Humana Durable Medical Equipment (DME) Network

Thank you for being a part of Humana's provider network. In a continued effort to optimize care for our members and ensure prompt delivery of quality DME, Humana has entered into enhanced partnerships with DME providers—AdaptHealth and Rotech.

Effective July 1, 2023, AdaptHealth and Rotech will manage Humana's Medicare Advantage (MA) health maintenance organization (HMO) business in the states shown below.

- **AdaptHealth:** AL, AR, CA, CO, CT, DC, DE, GA, IA, IL, KS, MA, MD, ME, MN, MO, NC, ND, NE, NH, NJ, NM, NV, NY, OK, PA, RI, SC, SD, TN, TX, VA, VT, WI
- **Rotech:** Central North FL, IN, KY, LA, MI, MS, OH, WV

This network change is only for Humana MA HMO business and does not impact existing contracts for the MA preferred provider organization (PPO) or other contracted lines of business.

Each of the designated DME providers will have 90 days (or until October 1, 2023, contingent upon medical necessity) to manage transition of existing DME rentals that are with providers that will not remain in network after July 1, 2023.

Providers that routinely request DME/submit DME referrals, please make note of this change, effective July 1, 2023. You should contact the DME provider assigned to your state to refer Humana MA HMO-covered patients for specified DME services.

Humana is notifying members and referring providers about the change in network and providing contact information should they have any questions.

**The following DME groupings should be submitted to the designated DME provider under this network change.**

- Respiratory supplies
- Mobility aids
- Wheelchairs and standard power mobility
- Beds and support surfaces
- Supplies: ostomy, colostomy, urologicals, certain diabetic supplies

**These items may not be provided by the designated DME providers. To find other in-network DME providers, please refer to Humana's provider directory at [finder.humana.com](https://finder.humana.com).**

- Prosthetics, custom orthotics, and diabetic shoes
- Mastectomy and wigs
- Hearing aids
- Custom power wheelchairs

## Key provisions:

**This update applies to the following healthcare provider types:**

Physicians - Medical Group/Independent Physician Associations - Hospital - Home Health - Ancillary Providers - Behavioral Health Providers - Federally Qualified Health Centers

**Lines of Business:**

- Humana Medicare Advantage HMO-covered patients

**Effective July 1, 2023, DME referrals for all Humana HMO-covered patients should be submitted directly to the provider assigned to your state as shown below\* \*\* \*\*\*:**

- **AdaptHealth:** AL, AR, CA, CO, CT, DC, DE, GA, IA, IL, KS, MA, MD, ME, MN, MO, NC, ND, NE, NH, NJ, NM, NV, NY, OK, PA, RI, SC, SD, TN, TX, VA, VT, WI

AdaptHealth: AdaptHealth representatives will be reaching out to provide state-specific contact information.

- **Rotech:** Central North FL, IN, KY, LA, MI, MS, OH, WV
- **Rotech Fax #: 833-591-2994**

Each of the designated DME providers will have at least 90 days to manage transition of existing DME rentals that are with providers that will not remain in network after July 1, 2023.

\* Other DME providers will remain in-network and can provide items not provided by the DME provider assigned to your state, such as prosthetics, custom orthotics, diabetic shoes, mastectomy supplies and wigs, hearing aids and custom power wheelchairs.

\*\* These DME providers can also service Humana MA PPO-covered patients as desired/at referring provider's discretion.

\*\*\* Exclusions apply.

## Questions?

Questions may be submitted to Humana via email at: [DME-info@humana.com](mailto:DME-info@humana.com) or by leaving a voice mail message at **866-258-0942**. We will respond to inquiries within one business day.