



Humana®



Humana Physician News

Q1 2023 newsletter for in-network physicians, clinicians and office staff to support you in the care of your Humana-covered patients



Financial assistance for your patients

Many older adults face difficulty affording their prescription drugs. This can lead to a decline in medication adherence that may cause patients to delay refills or filling new prescriptions, split doses and entirely stop taking medications.

Humana offers tools to help your patients manage their prescriptions.

- **Pharmacy finder** – locates nearby in-network pharmacies, including cost-sharing ones
- **Extra Help** – Medicare Part D program to help members with limited income and resources pay Medicare prescription drug costs, sometimes referred to as Low-Income Subsidy (LIS)
- **Mail-order pharmacy** – prescriptions mailed directly to your patient for more potential cost savings with generic drugs and access to a 90-day supply

[Learn more](#)

Here are additional cost saving programs for your patients.

- **Over-the-counter (OTC) benefit** – eligible patients receive a monthly or quarterly allowance to buy items such as a blood pressure monitor, vitamins, pain relievers, first aid supplies and stomach remedies
- **Deals and discounts on value-added items and services** – specially priced offers on many well-being products and services like dental, vision, hearing, pharmacy, food and more
- **1-on-1 care from a Health Educator or Customer Care Specialist** – offers everyday support through the Humana Neighborhood Center and resources to your patients based on their unique needs

[Learn more](#)



Recent report shows better health outcomes

A new report shows Humana individual Medicare Advantage (MA) beneficiaries, slightly over 3 million members, who received care from primary care physicians (PCPs) in value-based payment models experienced, on average, better health outcomes, lower costs and more preventive care, compared to those in non-value-based settings and to Original Medicare.

The report, comprised of data collected during 2021, reflects the outcomes and experiences of 74,100 PCPs with value-based relationships with Humana. Those affiliations included more than 1,100 agreements in 44 states and Puerto Rico.

In addition to the report itself, the accompanying website features stories and videos from healthcare providers, elaborating on how they include components of value-based care in their care delivery.

Humana and its clinical partners are collaborating in new ways thanks to value-based arrangements and driving results aligned with our missions and a sense of passion. Together, we are minimizing unnecessary and costly hospital admissions, helping seniors become more engaged in their health and well-being, and making healthcare more accessible – for everyone.

[View the report](#)



Strengthen your practice with Real-Time Benefit Check

We understand your first priority is to keep your patients healthy and happy. Humana can help you accomplish this with a tool called Real-Time Benefit Check (RTBC). RTBC is already integrated into most electronic medical record (EMR) systems. When you prescribe medication, RTBC helps you search for the lowest-cost pharmacy and medication available by giving you patient-specific information on benefits, pricing and prescription alternatives at the point of care. RTBC can save you time by potentially avoiding preauthorization while promoting patient cost-savings and adherence.

Questions? Reach out to your EMR support team about the RTBC feature.

[Find out more.](#)



Reversing chronic disease through lifestyle changes Webinars offer 5.5 CME/CE credits

Humana has recently partnered with the American College of Lifestyle Medicine (ACLM) to bring **FREE** lifestyle medicine training to all of Humana's in-network healthcare professionals – physicians, nurse practitioners, physician assistants and other clinicians.

What is lifestyle medicine?

Lifestyle medicine uses evidence-based interventions to treat conditions such as diabetes, high blood pressure, high cholesterol, excess weight or obesity. Applying the six pillars of [lifestyle medicine](#) also provides effective prevention of chronic conditions.

[Register here](#) by March 31, 2023, and sign in or create an ACLM account to claim your free courses (use promo code ESS-HUMANA23). [Email Dr. Tyeese Gaines](#) with training questions.



Medication reconciliation for reduced hospital readmission

More than 40% of readmissions are medication-related, many of which are considered preventable.¹ Medication reconciliation is a patient safety intervention strategy designed to prevent avoidable hospital readmissions with the goal to identify and resolve medication discrepancies and medication-related issues.

As an integral part of the care team, pharmacists complete medication reconciliation for Humana-covered patients who are at the highest risk for readmission. After discharge, the pharmacist will contact the patient to review medications prescribed in the hospital against what they were taking prior to admission and identify any medication-related issues. Humana creates a medication reconciliation report (MRR) which includes an updated medication list and pharmacist recommendations, and faxes it to providers and mails it to patients. Our pharmacy team partners with Humana's multi-disciplinary care management team to follow-up on any identified medication gaps and work with members and their providers to resolve them. The joint follow-up is an added benefit of doing the medication reconciliation in-house.

¹ Rodriguez CR, et al. Effect of pharmacy supported transition of care interventions on 30-day readmissions: a systematic review and meta-analysis. *Ann Pharmacotherapy* 2017, 51: 866-89.



Helping your patients manage chronic kidney disease

Humana has partnered with Fresenius, Monogram Health and Strive Health to help patients with late-stage chronic kidney disease (CKD) get the care they need— when they need it. Services include remote monitoring, complex case management and in-home patient care.

Our goal is to reinforce the excellent care you already provide to your patients—and support them at key points along their CKD journey. A dedicated team of nurses, social workers, dietitians and care coordination specialists offer personalized support services and work closely with you to coordinate care as efficiently as possible.

As a specific example, Fresenius KidneyCare:365 CKD Health Program can help your patients:

- Understand their kidney health
- Schedule an appointment to see a nephrologist
- Make informed choices about choosing healthy foods, following health routines and managing other health conditions

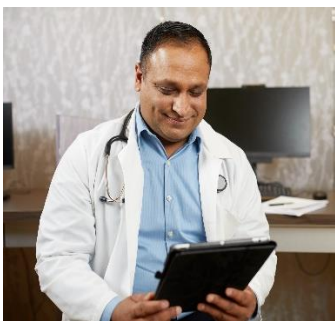
To learn more, please visit fmcna.com/PCP

You can also visit Monogram Health and Strive Health via the links below.

[Providers — Monogram Health](#)

[Resources for Health Care Partners - Strive Health](#)

Resources and support



New provider manuals available

Humana Medicaid and Medicare provider manuals and effective dates can be found online at humana.com/providermanual. While many are available now, others will be posted throughout the year. Manuals have been revised to help you quickly locate information you need, including online resources and contact information. Please review your updated manual to meet your participation agreement with Humana, ChoiceCare or the Humana Behavioral Health Network regarding the compliance obligation with the provisions of the manuals.



Revised evaluation and management (E/M) service coding

Effective Jan. 1, 2023, the AMA and CMS have revised E/M service coding and guidelines. While the AMA and CMS are aligned on most of these changes, the two entities created CPT® code 99418 and HCPCS codes G0316 – G0318, respectively, to report prolonged services. Humana plans align with Original Medicare for the reporting of these prolonged services. For more information, please see the notice at [Code Edit General Reminders and Special Announcements from Humana](#).



[COVID-19 provider tools and patient resources](#)



[Preauthorization, referrals and medical and pharmacy coverage policies](#)



[Important policy reminders](#)



[Claims payment policies](#)
[Claims processing edits](#)



[Making It Easier: Series about doing business with us](#)



[Clinical practice guidelines](#)
[Behavioral health guidelines](#)

Connect with us

[Subscribe to Humana Physician News](#)

Follow us on LinkedIn and Twitter



Humana

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

[Legal](#) | [Privacy Practices](#) | [Internet Privacy Statement](#)

This is an automated email notification and is unable to receive replies.
Confidential and proprietary information.
For provider use only. Do not distribute.

Humana
500 West Main Street
Louisville, Kentucky 40202

143301ALL1222
Y0040_GHHLVF5EN_C