



Humana Physician News

Q1 2024 newsletter for in-network physicians, clinicians and office staff to support you in the care of your Humana-covered patients



What to know about Special Needs Plans

A Special Needs Plan (SNP) is a Medicare Advantage (MA) coordinated care plan created to focus on the needs of some of the most vulnerable patients.

DID YOU KNOW?

Providers who treat these patients are required to complete annual SNP training.

→ Complete required training at [Humana.com/ProviderCompliance](https://www.humana.com/ProviderCompliance).

A Verification of Chronic Conditions form must be completed within 60 days of enrollment for your Chronic Condition Special Needs Plan Humana patient.

→ Watch [this short video](#) to learn how to fill out and submit this required form.

Beginning Jan. 1, 2024, Humana-covered patients in Dual Eligible Special Needs Plans (D-SNP) who qualify for Extra Help will receive their Part D medications for **no cost, at first fill, through all stages of coverage, including the coverage gap.**

→ Ask front desk staff to instruct patients to look for “D-SNP” on their insurance card if they are concerned about prescription drug costs.

With Go365 by Humana®, Humana-covered patients can earn rewards that can be redeemed for gift cards from brands they know and love. Examples of eligible healthy activities include getting a preventive screening, completing a workout and attending an art class. Plus, Go365 can also help close gaps in care.

→ Learn more about earning opportunities for D-SNP patients [here](#). Go365 by Humana is also available for [MA](#) and [Group Medicare](#) patients.



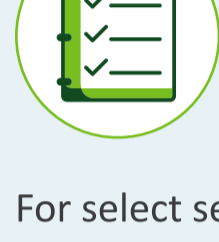
Value-based care benefits patients and physicians, new report shows

Humana's 10th annual report underscores the success of value-based care

The data in the 10th annual Value-based Care Report shows Humana-covered patients affiliated with physicians in value-based agreements receive more preventive screenings, spend less time in the hospital and pay less out of pocket than those affiliated with non-value-based physicians. The report also highlights value-based care in relation to specialists, senior-focused primary care and health equity.

[Read the report →](#)

Utilization management



DID YOU KNOW?

Preauthorizations

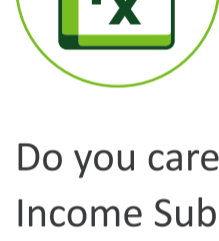
For select services on Humana’s preauthorization list, physicians and their staff can get faster approvals by answering a few clinical questions online. If all necessary criteria are met, Humana will deliver an **immediate approval**. [Learn more about preauthorization automation on Availity Essentials](#).

Find Humana’s current preauthorization lists at [Humana.com/PAL](https://www.humana.com/PAL).

Save time when submitting an authorization by having on hand relevant clinical information from the patient’s chart, including:

- Requesting/servicing provider and/or facility
- Patient symptoms and duration
- Prior diagnostic tests and results
- Patient medications/duration
- Relevant prior treatments or other clinical findings

Making It Easier is a library of tools and resources designed to simplify your business interactions with Humana.



CenterWell Pharmacy can help you care for Extra Help patients

Do you care for Extra Help patients? Extra Help, sometimes referred to as Low-Income Subsidy, is a Medicare Part D program designed to help patients with limited income and resources pay Medicare prescription drug costs.

CenterWell Pharmacy® can assist as, on average, adherence rates for Humana-covered patients filling through CenterWell Pharmacy mail delivery are **6% higher** than retail.¹

CenterWell Pharmacy also has policies for Extra Help beneficiaries to further subsidize copays and help patients better afford their medications.* In fact, most patients have **no out-of-pocket costs**.

[Learn who qualifies →](#)

Resources and support

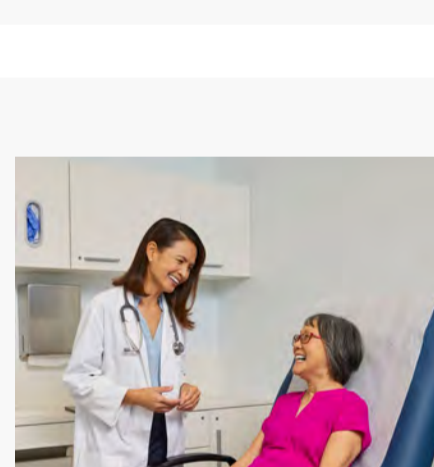


Help patients find housing, food, transportation and more

Try Humana's online resource directory

Humana Community Navigator®, powered by findhelp, is an online directory of community resources that provides your practice access to more than 600,000 social service programs across the United States. **For any patient, no matter their insurance carrier**, Humana Community Navigator can unlock resources that support your patients’ care plan, leading to better health outcomes.

[Access resources →](#)



Vaccination adherence among U.S. adults remains low for most vaccines²

Adult immunization recommendations for ages 19 years or older

Are your patients over 19 years of age up to date on their vaccinations? In 2023, the Centers for Disease Control and Prevention released an article on the immunization status of adults, reviewing changes in immunization rates from 2017 to 2021.

[Review now →](#)

Additional links

[Preauthorization and notifications list →](#) [Making It Easier: Series about doing business with us →](#)

[Important policy reminders →](#)

[Clinical practice guidelines →](#)

[Claims payment policies →](#)

[Behavioral health guidelines →](#)

[Claims processing edits →](#)

[Medicare/Medicaid Annual Compliance Training →](#)

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References:

1. “P360 Regression Model,” Deloitte Analytics and Consulting, 2021.
2. “Vaccination Coverage among Adults in the United States, National Health Interview Survey, 2021,” last accessed Nov. 22, 2023, www.cdc.gov/vaccines/imz-managers/coverage/adultvaxview/pubs-resources/vaccination-coverage-adults-2021.html.

* Competitor pharmacies may have similar policies.

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