



IMPORTANT REMINDER REGARDING ASSISTED LIVING AND SKILLED LIVING FACILITY (ALF/SNF) AUTHORIZATIONS

Dear valued provider:

Effective August 5, 2020, the Humana Long-Term Care Plan will no longer provide ALF or SNF authorizations. This is an effort to improve the provider experience and improve time lines for claim payments. Please review the FAQ list provided below. If you have additional questions, email LTCProviderrelations@humana.com or call 1-888-998-7735.

FAQs:

Q: How will this change affect the way providers submit claims?

A: Providers will no longer have to wait for paper authorizations. Claims are exclusively submitted via Availity. Please join our monthly webinars for Availity training. Sign up online [here](#).

Q: Are pre-admission screening and resident reviews (PASRRs) still a requirement?

A: Yes, this requirement has not changed. However, facilities should be aware that financial recovery efforts will begin if there is no PASRR on file. If you receive a financial recovery letter, please send PASSAR immediately to LTCProviderrelations@humana.com with a copy of the financial recovery letter.

Q: Are occupancy reports still required?

A: This requirement has not changed. Facilities should be aware that financial recovery efforts will begin if there is no occupancy report on file. If you receive a financial recovery letter, please send occupancy report immediately to LTCProviderrelations@humana.com with a copy of the financial recovery letter. Refer to your Humana long-term contract for details of bed-hold eligibility.

We value your dedication to serving our members. Please contact your provider contracting representative if you have questions.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Betsy Dennis".

Betsy Dennis
Manager, Provider Contracting, Humana Comprehensive LTC