



October 16, 2015

|||||  
T5 P1\*\*\*\*\*AUTO\*\*MIXED AADC 400  
2146ALL0915-B  
Cardinal Health Partners/Lima Memorial Health System  
Attn: Mary Mansfield  
1001 Bellefontaine Ave  
Lima OH 45804-2800

**Re: REMINDER NOTIFICATION – Updates to Humana’s inpatient review process for commercial group and individual plan inpatient admissions, effective Jan. 1, 2016**

Dear Health Care Provider:

This is a reminder of Humana’s Oct. 1, 2015, notification informing you of changes to our inpatient review process for commercial group and individual plan inpatient admissions that will be effective Jan. 1, 2016.

**Updates to inpatient review process for commercial group and individual plan inpatient admissions**

- Humana is changing its inpatient review process for acute admissions, currently described in our Commercial Preauthorization and Notification List. This process will include a medical necessity review of all inpatient admission requests at the time the request is submitted and a coverage determination is made. On Jan. 1, 2016, the process change will be implemented for all Humana commercial and Humana Individual member inpatient admission requests.
- **Please contact Humana online or via telephone for inpatient admissions. You may use the secure provider area of Humana’s website at [Humana.com/providers](http://Humana.com/providers) (registration required) or [Availity.com](http://Availity.com) (registration required). Alternatively, you may use the interactive voice response (IVR) line by calling the number on the back of the member’s insurance identification card. You will be asked to provide the facility tax identification number, member name, Humana member identification number, member date of birth, admission or service date and diagnosis.**
- We currently require preauthorization for all inpatient admissions, but only some of those inpatient admissions require a clinical review. Humana’s new process will use on-site and telephonic nurses to conduct a collaborative clinical review of inpatient services. When requested, a peer-to-peer consultation with a Humana medical director will be available.

In addition, please note the following:

- Services (including professional fees) that are not medically necessary may not be covered.
- Only inpatient admissions found to be medically necessary will be covered.
- Claims submitted without a review of the admission will be subject to retrospective review, and all claims will continue to be subject to claim code edits, proper billing, etc. All elective inpatient admissions must be authorized prior to admission.
- Please notify Humana of all emergent admissions within one day of admission.



Your assistance with Humana's inpatient admission preauthorization and review process will facilitate the timely processing of claims and decrease the need for retrospective audits and financial recovery.

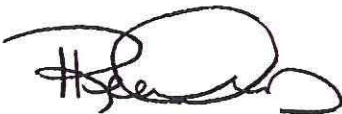
**Important notes:**

- If you do not obtain preauthorization for an inpatient service, it may result in claims not being covered, payment reductions for you and reduced benefits for the member, based on your contract and the member's certificate or evidence of coverage. Additionally, services provided without preauthorization may be subject to retrospective medical necessity review.
- There are exceptions to these lists. Not all procedures are covered by all health plans. Since a single document cannot reflect all possible exceptions, we recommend that an individual practitioner making a specific request for services verify benefits and authorization requirements with Humana prior to providing services.
- **Administrative services only (ASO) and delegated independent physician association (IPA) groups:** Some employer groups for which Humana provides administrative services only (self-insured, employer-sponsored programs) and IPAs may customize their plans with different requirements.

If you have questions, please call Humana Customer Service at 1-800-448-6262 or Humana Interactive Voice Response at 1-800-523-0023, Monday through Friday, 8 a.m. to 8 p.m. Eastern time.

We hope you find this information helpful. Thank you for your continued care of our members.

Sincerely,

A handwritten signature in black ink, appearing to read 'Trey Reed', with a large, stylized flourish at the end.

Trey Reed, M.D.  
Lead Medical Director