

Chiropractic Services

Provider Training for Billing and Claims Payment

The following details Humana Healthy Horizons® in Louisiana's guidance related to chiropractic services.

<u>Question</u>	<u>Response</u>
<u>What is Humana Healthy Horizons' strategy for contracting chiropractic services?</u>	<p><u>Humana Healthy Horizons works directly with chiropractic services providers to simplify the process for providers and promote direct, open and equitable access to the service for members.</u></p> <p><u>Chiropractic service providers should submit claims in accordance with guidelines in this document.</u></p> <p><u>Chiropractic services utilized must be rendered by an in-network provider with a valid and unrestricted Louisiana chiropractic license.</u></p>
<u>How should I bill Humana Healthy Horizons for payment?</u>	<p><u>A Louisiana Medicaid provider number may be required, which can be secured by enrolling in the Medicaid provider enrollment portal. LDH is phasing in required enrollment. Please confirm the current requirements by visiting the Medicaid provider enrollment portal for information.</u></p> <p><u>Claims may be filed either electronically or on paper.</u></p> <p><u>Both types of submission require the following:</u></p> <ul style="list-style-type: none">• <u>Chiropractic rendering provider primary taxonomy code.</u>• <u>The National Provider Identifier (NPI) should be billed on the claim. If you need assistance securing an NPI, please visit How to apply for an NPI online.</u>• <u>Chiropractic rendering provider NPI is required when different from the billing provider NPI.</u>

	<u>Response</u>
<u>How should I bill Humana Healthy Horizons for payment? (cont'd)</u>	<p><u>Electronic claims submission is the preferred method for adjudicating claims payment for all providers:</u></p> <ul style="list-style-type: none"> • <u>To enroll in electronic claims payment, visit Humana.com/ClaimResources.</u> • <u>Our preferred electronic claims submission portal is Availity Essentials™. Learn more about Availity Essentials at Humana.com/LAAvaility.</u> <p><u>Providers may bill doula services as a paper claim on the professional healthcare claim form (CMS-1500).</u></p> <ul style="list-style-type: none"> • <u>Please submit paper claims to:</u> <p><u>Humana Claims Office</u> <u>P.O. Box 14601</u> <u>Lexington, KY 40512-4601</u></p> <p><u>Payment can be made electronically through the electronic funds transfer (EFT) process using Availity Essentials or by paper check either via Availity Essentials or paper claim submission.</u></p>
<u>What procedure codes does Humana Healthy Horizons use for chiropractic services?</u>	<p><u>The chiropractic services include the following Healthcare Common Procedure Coding System (HCPCS) procedure codes:</u></p> <p><u>Additionally, chiropractic providers:</u></p> <ul style="list-style-type: none"> • <u>Must accept Humana Healthy Horizons reimbursement as payment in full and not bill the patient for any amount of covered services.</u> • <u>Must submit claims within 365 calendar days of the date of service.</u> • <u>May not have been excluded, barred, suspended or otherwise lawfully prohibited from participating in any government healthcare program.</u> • <u>Must determine if there is third party liability and bill the member's primary insurance first to obtain an Explanation of Benefits (EOB) for claim consideration when the member has other insurance.</u> • <u>May bill for non-Medicaid-covered services if a Humana Healthy Horizons member agrees in advance, in writing with the agreement completed prior to providing the service.</u> <ul style="list-style-type: none"> ○ <u>The member must sign and date the agreement acknowledging her financial responsibility.</u> • <u>The form or type of agreement must specifically state the services or procedures that are not covered by Humana Healthy Horizons.</u> <p><u>Chiropractic ILOS is covered without the requirement of prior authorization for up to 18 treatment sessions annually. A treatment session is defined as all chiropractic</u></p>

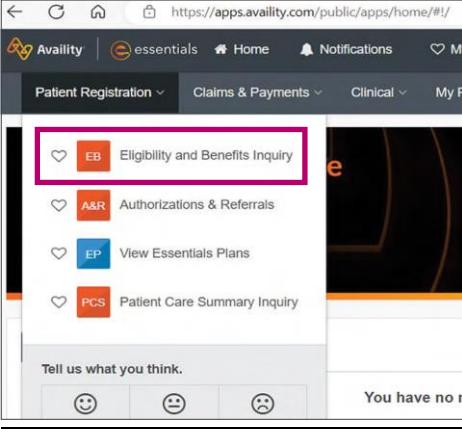
services that occur on a single date of service. A referral from a primary care provider or any other provider is not required.

<u>Description</u>	<u>HCPCS code</u>	<u>Rate</u>	<u>Visit(s)</u>
<u>Office or other outpatient visit for the evaluation and management of a new patient</u>	<u>99202</u> <u>99202</u> <u>99203</u> <u>99203</u> <u>99204</u> <u>99204</u> <u>99205</u> <u>99205</u>	<u>\$42.77</u> <u>\$51.33</u> <u>\$62.18</u> <u>\$74.62</u> <u>\$96.56</u> <u>\$115.88</u> <u>\$122.19</u> <u>\$146.62</u>	<u>Ages - 16 & Older</u> <u>Ages - 0 - 15</u> <u>Ages - 16 & Older</u> <u>Ages - 0 - 15</u> <u>Ages - 16 & Older</u> <u>Ages - 0 - 15</u> <u>Ages - 16 & Older</u> <u>Ages - 0 - 15</u>
<u>Office or other outpatient visit for the evaluation and management of an establish patient</u>	<u>99212</u> <u>99212</u> <u>99213</u> <u>99213</u> <u>99214</u> <u>99214</u> <u>99215</u> <u>99215</u>	<u>\$24.83</u> <u>\$29.79</u> <u>\$41.53</u> <u>\$49.84</u> <u>\$62.65</u> <u>\$75.18</u> <u>\$84.93</u> <u>\$101.92</u>	<u>Ages - 16 & Older</u> <u>Ages - 0 - 15</u> <u>Ages - 16 & Older</u> <u>Ages - 0 - 15</u> <u>Ages - 16 & Older</u> <u>Ages - 0 - 15</u> <u>Ages - 16 & Older</u> <u>Ages - 0 - 15</u>
<u>Radiologic examination, spine, single view, specify level</u>	<u>72020</u>	<u>\$15.31</u> <u>\$6.12</u>	<u>26 Modifier</u>
<u>Radiologic examination, spine, cervical; 2 or 3 views</u>	<u>72040</u>	<u>\$23.32</u> <u>\$9.33</u>	<u>26 Modifier</u>
<u>Radiologic examination, spine, cervical; 4 or 5 views</u>	<u>72050</u>	<u>\$33.27</u> <u>\$13.31</u>	<u>26 Modifier</u>
<u>Radiologic examination, spine, cervical; 6 or more views</u>	<u>72052</u>	<u>\$41.69</u> <u>\$16.68</u>	<u>26 Modifier</u>
<u>Radiologic examination, spine, thoracic, 2 views</u>	<u>72070</u>	<u>\$22.60</u> <u>\$9.04</u>	<u>26 Modifier</u>
<u>Radiologic examination, spine, thoracic, 3 views</u>	<u>72072</u>	<u>\$24.99</u> <u>\$10.00</u>	<u>26 Modifier</u>
<u>Radiologic examination, spine, thoracic, minimum of 4 views</u>	<u>72074</u>	<u>\$29.46</u> <u>\$11.78</u>	<u>26 Modifier</u>
<u>Radiologic examination, spine, thoracolumbar, 2 views</u>	<u>72080</u>	<u>\$23.29</u> <u>\$9.32</u>	<u>26 Modifier</u>
<u>Radiologic examination, spine, lumbosacral; 2 or 3 views</u>	<u>72100</u>	<u>\$24.49</u> <u>\$9.80</u>	<u>26 Modifier</u>
<u>Radiologic examination, spine, lumbosacral; minimum of 4 views</u>	<u>72110</u>	<u>\$34.22</u> <u>\$13.69</u>	<u>26 Modifier</u>

<u>Radiologic examination, spine, lumbosacral; complete, including bending views, minimum of 6 views.</u>	<u>72114</u>	<u>\$44.25</u> <u>\$17.70</u>	<u>26 Modifier</u>
<u>Radiologic examination, spine, lumbosacral; bending views only, 2 or 3 views</u>	<u>72120</u>	<u>\$30.63</u> <u>\$12.25</u>	<u>26 Modifier</u>
<u>Radiologic examination, sacrum and coccyx, minimum of 2 views</u>	<u>72220</u>	<u>\$19.65</u> <u>\$7.86</u>	<u>26 Modifier</u>
<u>Spinal manipulation 1-2 Regions</u>	<u>98940</u>	<u>\$16.87</u> <u>\$20.25</u>	<u>Ages – 0-20</u> <u>Ages – 21 & over</u>
<u>Spinal manipulation 3-4 Regions</u>	<u>98941</u>	<u>\$23.40</u> <u>\$28.09</u>	<u>Ages – 0-20</u> <u>Ages – 21 & over</u>
<u>Spinal manipulation 5 Regions</u>	<u>98942</u>	<u>\$38.13</u>	<u>Reference fee calculated using the methodology that would be employed by Medicaid FFS.</u>
<u>Mechanical Traction</u>	<u>97012</u>	<u>\$10.76</u>	<u>Reference fee calculated using the methodology that would be employed by Medicaid FFS.</u>
<u>Electrical Stimulation (Unattended)</u>	<u>97014</u>	<u>8.86</u>	<u>Global Reimbursement</u>
<u>Whirlpool Therapy</u>	<u>97022</u>	<u>\$12.55</u>	<u>Reference fee calculated using the methodology that would be employed by Medicaid FFS.</u>
<u>Ultrasound Therapy</u>	<u>97035</u>	<u>\$10.40</u>	<u>Reference fee calculated using the methodology that would be employed by Medicaid FFS.</u>
<u>Electrical Stimulation</u>	<u>97032</u>	<u>\$11.01</u> <u>\$13.22</u>	<u>Ages - 16 & Older</u> <u>Ages – 0 - 15</u>
<u>Therapeutic Exercises</u>	<u>97110</u>	<u>\$19.15</u> <u>\$22.97</u>	<u>Ages - 16 & Older</u> <u>Ages – 0 - 15</u>
<u>Neuromuscular Reeducation</u>	<u>97112</u>	<u>\$19.59</u> <u>\$23.51</u>	<u>Ages - 16 & Older</u> <u>Ages – 0 - 15</u>
<u>Gait Training</u>	<u>97116</u>	<u>\$16.72</u> <u>\$20.06</u>	<u>Ages - 16 & Older</u> <u>Ages – 0 - 15</u>

<u>Massage Therapy</u>	<u>97124</u>	<u>\$15.20</u> <u>\$18.23</u>	<u>Ages - 16 & Older</u> <u>Ages - 0 - 15</u>
<u>Manual Therapy</u>	<u>97140</u>	<u>\$17.72</u> <u>\$21.26</u>	<u>Ages - 16 & Older</u> <u>Ages - 0 - 15</u>
<u>Needle Insertion without Injection 1-2</u>	<u>20560</u>	<u>\$19.10</u>	<u>Reference fee calculated using the methodology that would be employed by Medicaid FFS.</u>
<u>Needle Insertion without Injection 3 or more muscles</u>	<u>20561</u> <u>(dry needling)</u>	<u>\$27.39</u>	<u>Reference fee calculated using the methodology that would be employed by Medicaid FFS.</u>

‡ A maximum of two other treatments, in addition to spinal manipulation, are covered per day of service.

Question	Response
<u>What are common diagnosis codes associated with chiropractic?</u>	<p><u>Potential diagnosis codes may include (and certain subsets):</u></p> <ul style="list-style-type: none"> • <u>G34, G54, G55, G57</u> • <u>M12, M15-M16, M25, M43, M46, M47-M48, M50-M51, M53, M54, M60, M62, M79, M99</u> • <u>Q76</u> • <u>R26, R29, R51</u> • <u>S13, S16, S23, S29, S33, S39</u>
Question	Response
<u>Where can I access training material?</u>	<p><u>For all provider materials, please visit Humana.com/HealthyLA.</u></p>
<u>Who can I contact at Humana Healthy Horizons for specific questions related to these services or to escalate issues about claims payment?</u>	<p><u>For claims-related payment issues:</u></p> <ul style="list-style-type: none"> • <u>Visit Humana.com/provider/medical-resources/claims-payments/claims-payment/payment-inquiries.</u> • <u>Call the Humana Healthy Horizons provider call center at 1-800-448-3810 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m.</u>
<u>What is Humana Healthy Horizons' reimbursement timeline?</u>	<p><u>Humana Healthy Horizons intends to process all claims within 30 days of receipt in accordance with statutory requirements. Electronic claims processing accelerates this timeline considerably.</u></p>
<u>How do I verify members' eligibility with Humana Healthy Horizons and existence of third-party liability?</u>	<ul style="list-style-type: none"> • <u>Call: 1-800-448-3810 (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m.</u> • <u>Verify through Availity Essentials in the Eligibility and Benefits Inquiry tile:</u> 

Humana
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 in Louisiana

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