

Change of process for skilled nursing facility utilization management

Humana has contracted with OneHome to manage the post-acute benefits for our skilled nursing facility patients in Ohio, West Virginia and the following counties in Kentucky: Boone, Campbell, Grant, Kenton, and Pendleton.

Therefore, all utilization management services for skilled nursing facilities will transition from Home & Community Care (formerly known as naviHealth) to OneHome, effective January 1, 2025 for the following Medicare Advantage (MA) networks:

- **Ohio:** implementing statewide agreement for MA health maintenance organization (HMO)- and MA preferred provider organization (PPO)-covered patients
- **Kentucky:** implementing agreement for MA health maintenance organization (HMO)- and MA preferred provider organization (PPO)-covered patients in the following counties: Boone, Campbell, Grant, Kenton, and Pendleton
- **West Virginia:** implementing statewide agreement for MA health maintenance organization (HMO)- and MA preferred provider organization (PPO)-covered patients

This change requires new orders and authorization requests for skilled nursing facility services with an admission date of January 1st, 2025 or later to be sent to OneHome to manage. Any authorization requests with an admission date prior to January 1st, 2025 should still be directed to Home & Community Care (formerly known as naviHealth). Home & Community Care will continue to manage cases for members admitted prior to January 1st, 2025.

The goal of this program is to support recovering patients in the most appropriate, least restrictive environment possible. OneHome care coordinators will collaborate with patients, caregivers and facility care managers to provide care transition planning, pre-service and concurrent review authorizations of post-acute services. OneHome offers a comprehensive suite of functional assessment and clinical decision-support solutions that complement evidence-based care.

Key Provisions:

- Effective January 1, 2025, OneHome begins management of skilled nursing facility utilization management services for Humana MA HMO and PPO members.
- Home & Community Care (formerly known as naviHealth) will no longer handle authorization requests.
- Claims and member grievances and appeals will continue to be managed by Humana.

Additional information:



This update applies to the following healthcare provider types:

Skilled nursing facilities in Ohio, West Virginia and the following counties in Kentucky: Boone, Campbell, Grant, Kenton, and Pendleton



Lines of Business:

- Medicare Advantage HMO members
- Medicare Advantage PPO members



OneHome's intake team accepts authorization requests electronically or via fax server.

- **Availity.com**
- **FAX:** You can also fax requests to OneHome at **520-448-3581**



Questions?

For utilization management questions, contact OneHome via email at OneHomeSNFProviderSupport@humana.com