

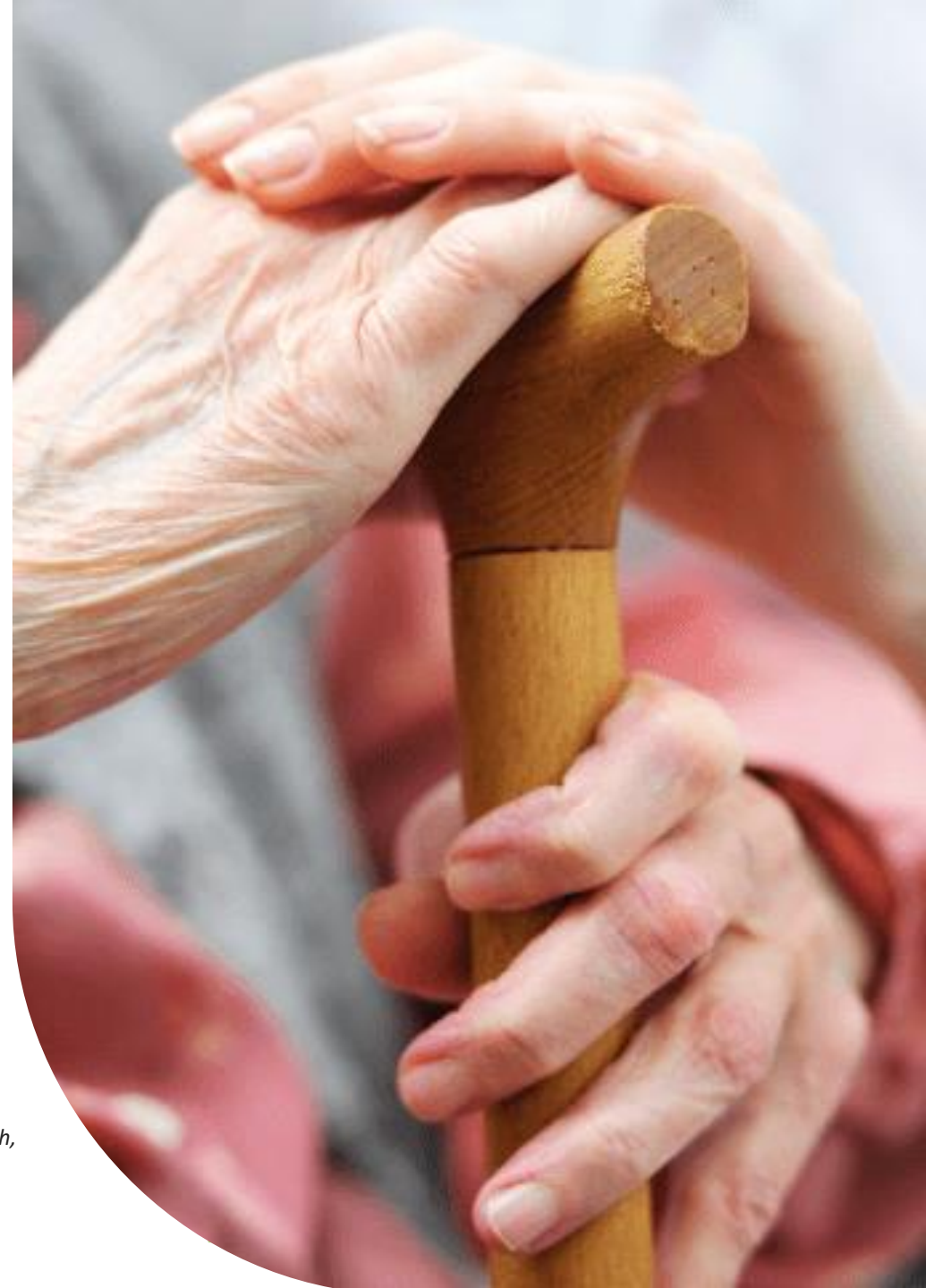
# Servicing Providers Instruction Guide

EFFECTIVE JANUARY 1, 2023 FOR VIRGINIA AND  
NORTH CAROLINA

**Humana**®

 **onehome**

*\*Excludes the following counties in Virginia: Bristol City, Buchanan, Dickenson, Grayson, Lee, Norton City, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe*



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## WELCOME

The goal of this guide is to provide timely, accurate and easy-to-access information relative to successfully engaging with onehome and coordinating care for Humana Medicare HMO- and PPO-covered patients.

Topics covered within this guide include:

- Onehome overview
- Care coordination contacts
- Intake/Authorization process
- Scope of services
- Claims processes
- Standardized forms
- Portal training guide

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After a successful seven-year partnership, Humana acquired One Homecare Solutions (onehome)—an integrated home service coordinator—to serve as a single-source solution for durable medical equipment (DME) and home infusion care. onehome’s model creates one integrated point of accountability that coordinates the needs of patients, physicians, hospitals, facilities and health plans for DME and home infusion care, alleviating the administrative burden of discharge planning.

## What types of care do we manage?



### Durable Medical Equipment

Partnering on the fulfillment of DME orders and when applicable, directly delivering equipment to patients' homes and enabling improved quality control



### Home Infusion

Operate coordinated home infusion program, using in-house Rx compounding and direct delivery when applicable, to support recovery in the home

## How do we manage care?



### Order Management

Serve as a single point of contact for orders, collaborating with ordering providers directly to reduce administrative burden



### Network Collaboration

Reduce administrative burden through careful coordination of authorizations

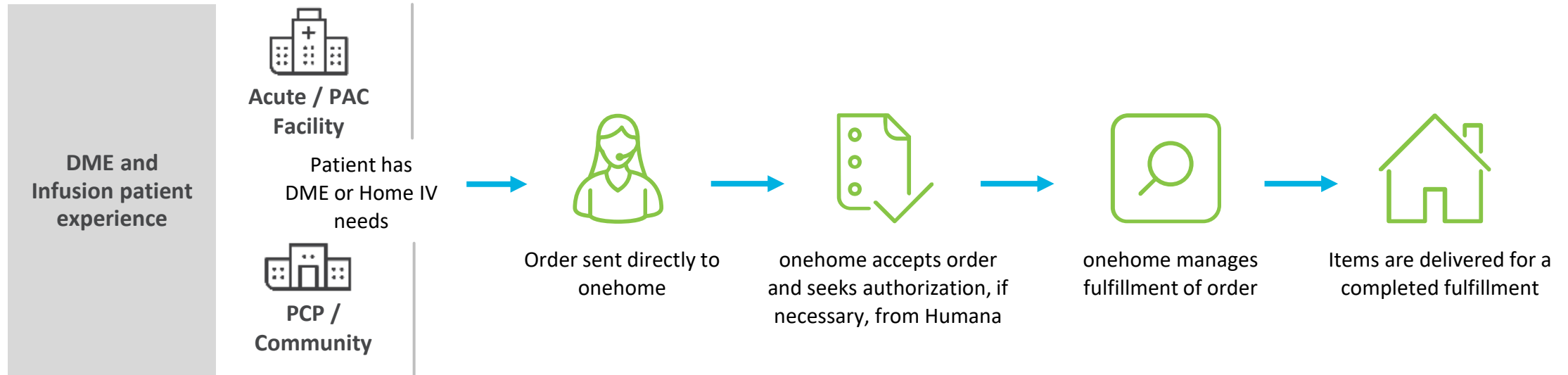


### Service and Care Coordination

Ensure seamless patient transition and positive provider experience through combination of care coordinator resources, technology and process design

## onehome, A BRIEF INTRODUCTION

# What does the DME and home infusion process look like on January 1, 2023?



Note: onehome will always honor patient preference when fulfilling orders.

## GENERAL INFORMATION AND CONTACTS

### Main Phone

833-523-2609

### Main Fax

855-475-5614

### OneCare Provider Portal

portal.onehome.health

### For general inquiries:

onenetwork@onehome.health

### Network Department

#### SVP of Home Health and Network Strategy

Jennifer Southwell  
jsouthwell@onehome.health

#### Account Manager

Desiree Brown  
Fax 844-487-3318  
debrown@onehome.health

#### Credentialing Specialist

Thomas Quinones  
855-441-6900 x20272  
Fax 844-487-3318  
tquinones@onehome.health

#### Network Data Manager

Amy Grizzard  
Fax 844-487-3318  
agrizzard@onehome.health

### Hours of Operation

Monday- Friday: 8:00am – 9:00pm  
Saturday: 8:00am – 5:00pm  
After Hours and Weekends – On Call (24/7)

## Intake/Authorization Process



## UNDERSTANDING INTAKE/ADMISSION PROCESS

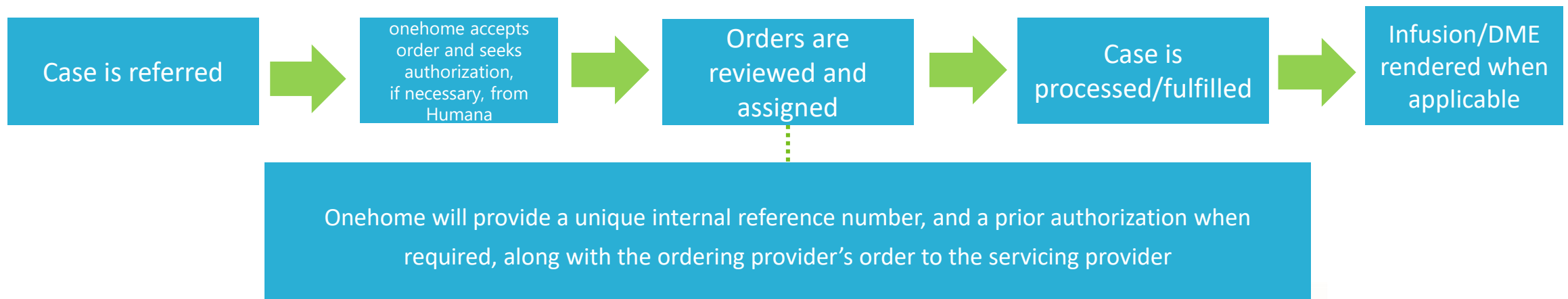
Here is a review of the intake/admission process, where onehome is involved and how this helps to reduce the administrative burden to the servicing provider:

onehome's intake team will accept all patient orders via fax, naviHealth/Curaspan or CarePort/ECIN.

All of the steps onehome takes below will help to reduce the administrative burden to the servicing provider when an order is sent to you to be fulfilled. onehome will confirm and validate:

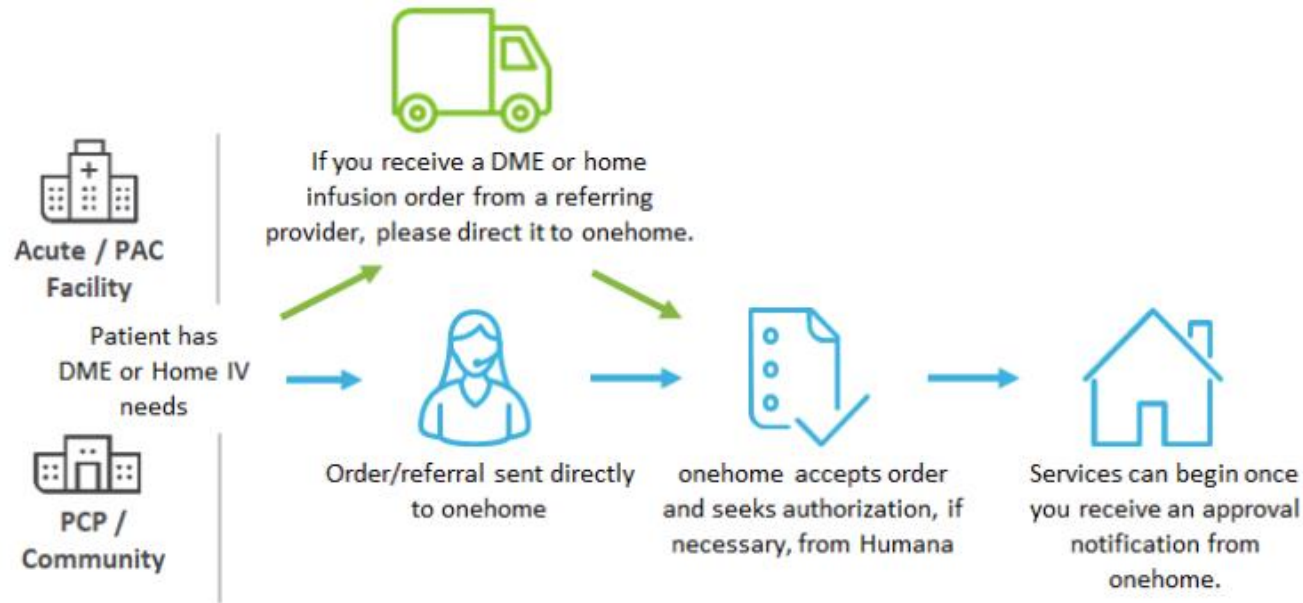
- The patient's benefits
- Orders are complete
- The patient's demographic and medical history information from the referring provider, if needed

### Steps taken once an order is accepted:



# EFFECTIVE JAN 1, 2023: Durable Medical Equipment (DME) and home infusion order process for servicing providers

## Admission Process / Patient Journey



### To submit an authorization request:

- If you receive a DME or home infusion order from an ordering provider, please direct it to onehome prior to fulfillment.\*
  - Simply forward the order to onehome via fax: **855-475-5614** or upload the order through the OneCare Provider Portal
- Be sure to include the appropriate return fax number with the order.
- Services can begin once you receive an approval notification from onehome.

\*Excludes the following DME groupings: prosthetics, orthotics and diabetic supplies

\*\*If you, the servicing provider, receive the order from the ordering provider please follow the above instructions "To submit an authorization request"

### Important notes:

- Non-adherence to this process for DME and/or home infusion can create delays in the processing and fulfillment of orders.
- Once the order is submitted by the ordering provider\*\*, onehome will notify the servicing provider of the receipt of the order within the time frames below.
  - Orders with items not on the PAL list typically within < 3 hours
  - Orders with items on the PAL list < 5 days, but typically same day turnaround

NOTE this is not related to SLAs for equipment delivery times. This is only related on when to expect the receipt of the order.

## EFFECTIVE JAN 1, 2023: Durable Medical Equipment (DME) and home infusion order process cont. for servicing providers -



- If you receive an order directly from an ordering provider, please fax immediately to onehome at 855-475-5614 or upload the order through the OneCare Provider Portal.
- Be sure to include the appropriate return fax number with the order.

If you receive a DME or home infusion order from an ordering provider, please direct it to onehome.



Services can begin once you receive an approval notification from onehome.



- All DME & infusion orders should be submitted to onehome via the ordering provider. Once received, the system will recognize PAL items that onehome will then submit a prior authorization request to Humana.
- All orders that are a part of this new program\*, regardless of PAL listing, must go through onehome for patient coordination.
- Onehome will provide a unique internal reference number, and a prior authorization when required, along with the ordering provider's order to the servicing provider

\* (ref: DME/Infusion groupings in this program in Scope of Services section)

**Scope of Services:  
Durable Medical  
Equipment (DME)  
and Home Infusion**



## DME Services

### The following DME groupings are included in this program:

- Respiratory
- Mobility aids
- Wheelchairs and power mobility
- Beds and support surfaces
- Supplies: Ostomy, colostomy, urologicals

### The following DME groupings are not included:

- Prosthetics, orthotics and diabetic supplies
  
- Submit orders to onehome, except for the DME groupings that are not included in this program, for processing.
- Continue to follow your normal process of submitting other DME groupings that are not included in this program to Humana.

# Infusion and Specialty Pharmacy Services

## Scope of Service:

- Anti-Infectives (Antibiotics, Antifungals, and Antivirals)
- Total Parenteral Nutrition (TPN)
- Inotropes
- Pain Management
- Pharmacokinetic Based Dosing
- Lab Monitoring
- Chemotherapy
- Hydration
- Injectables
- Enteral Nutrition
- Anticoagulation
- IVIG/SCIG Therapies
- Hematopoietic Therapies
- Anti-Emetics
- Tocolytics
- Hormone Therapies
- Cath Care
- Enzyme Replacement Therapies
- Anti-Tumor Necrosis Factor
- Growth Hormones
- Specialty Infusion and Injectable Medications Used to Treat Disease Management Therapies Such As:
  - ✓ Rheumatoid Arthritis
  - ✓ Hepatitis C
  - ✓ Multiple Sclerosis
  - ✓ Hemophilia
  - ✓ Crohn's Disease/Ulcerative Colitis
  - ✓ Inflammatory Skin Conditions
  - ✓ Sickle Cell Anemia
- Infusion Pumps

*Note: Therapies provided are dependent upon contractual terms. Please ask your provider services representative for Health Plan Specifics.*



# Claims



# Claims Submission

**There will be no change to your claims submission procedures for 2023.  
You may continue to file your claims to Humana per your current submission process.**

For claims payment inquiry please contact the provider services claims inquiry line at Humana's provider call center at 800-457-4708 or visit our website for more information

[Claims Payment Inquiry Resources - Humana](#)

# Standardized Forms



# STANDARDIZED FORMS

## When to use this form:

- Please fill out this form, which can also be found on the portal, to help onehome better understand why the servicing/delivery was unable to be rendered. Onehome can help to further mitigate the delay.
  - For example, if “Patient Refused” is checked, onehome will reach out to better understand the patient’s refusal

**Delay of Service Notification**

Date: \_\_\_\_\_

Network Provider: \_\_\_\_\_

Patients Name: \_\_\_\_\_

ID# \_\_\_\_\_

Start of Care Date: \_\_\_\_\_

**DME Delivery** Item \_\_\_\_\_

**IV Delivery** Drug: \_\_\_\_\_

Reason for Delay:

<input type="checkbox"/> Patient not discharged home	<input type="checkbox"/> No answer at door.
<input type="checkbox"/> Patients reports MD Appt.	<input type="checkbox"/> Reschedule at Patient's Request
<input type="checkbox"/> Patient Refused	<input type="checkbox"/> Unable to locate patient.
<input type="checkbox"/> Patient not returning calls.	

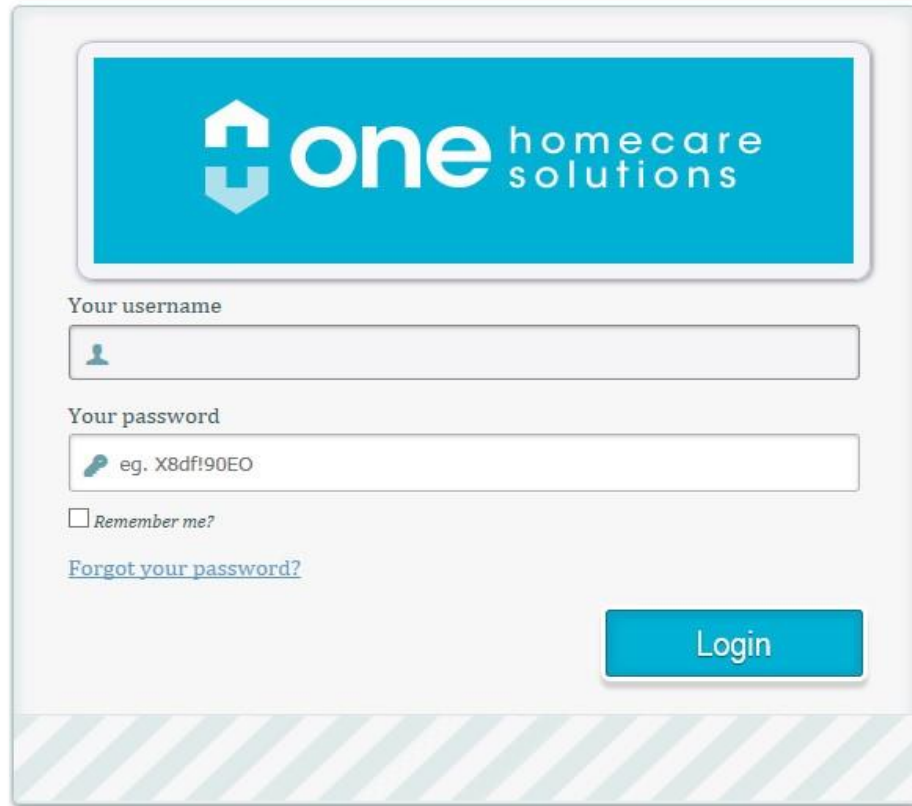
Notification to MD: Date: \_\_\_\_\_ Time: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Physician Name: \_\_\_\_\_ Spoke With: \_\_\_\_\_

# Portal Training Guide



## ACCESSING THE ONECARE PROVIDER PORTAL



The screenshot shows the login interface for the OneCare Provider Portal. At the top, there is a blue banner with the 'one homecare solutions' logo. Below the banner, the form is titled 'Your username' and 'Your password'. The username field contains a person icon. The password field contains a key icon and the text 'eg. X8df!90EO'. There is a checkbox labeled 'Remember me?' and a link for 'Forgot your password?'. A blue 'Login' button is positioned at the bottom right of the form area. The bottom of the page features a light blue and white diagonal striped pattern.


- Your agency team members will receive training on the OneCare Provider Portal
- Your agency will need to submit the portal access request form on the following page, which will be sent via email
- Once the request form has been received, you'll receive a login/password to the system.
- Through the OneCare Provider Portal you'll be able to view approvals for services requested. All initial orders will come to onehome from ordering providers, or faxed/uploaded to the OneCare Provider Portal by your agency for orders that come directly to you from an ordering provider.
- You will be able to view patients once they have been assigned to your agency.

## SERVICING PROVIDER INSTRUCTIONS ON CLOSING OF ORDERS

- Closing out orders in the OneCare Provider Portal is imperative for onehome to track patient services on a real-time basis and to ensure contracted service standards are met.
- It will also allow us to eliminate unnecessary phone calls and provide for a better patient care experience.
- Following these steps will allow onehome and Humana the ability to see confirmed activity at the click of a button and to provide additional reporting for onehome.

# ONECARE PROVIDER PORTAL ACCESS FORM

- Complete this form for each member of your team that will utilize the portal.
- We will send you this form via email once this training is complete

 Portal Access Form

Dear Physician Partner:

As onehome continues to strive towards excellence, we have created the Onecare Provider Portal. This Portal allows for your team to review the details associated with referral activity submitted by your organization including; member specific demographics, prescriptions/orders and authorizations.

With that, please provide the employee's name, title and e-mail address for those individuals that require access to our Portal. Please limit the number of users to only those that will be reviewing member files within our Portal. We will work with our IT Department to facilitate the necessary access and advise you upon completion. Thereafter, we will offer you and your team training.

Provider: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Center#: \_\_\_\_\_

Employee Name:	Title:	Email Address:

Please e-mail back to [nmcduffie@Onehome.health](mailto:nmcduffie@Onehome.health)

Thank you in advance and we look forward to this "next step" in our commitment to excellence.

Portal URL: [portal.onehome.health](http://portal.onehome.health)

Sincerely,

[Onehome Network Team](#)

THANK YOU