

Update on Humana Durable Medical Equipment (DME) and Infusion Network Services

Humana has contracted with onehome for durable medical equipment (DME) and home infusion network management services, effective January 1, 2023 for the following Medicare Advantage (MA) networks:

- **North Carolina:** implementing statewide agreement for MA health maintenance organization (HMO) and MA preferred provider organization (PPO) covered patients
- **Virginia:** implementing statewide agreement for MA health maintenance organization (HMO) and MA preferred provider organization (PPO) covered patients

This network change requires new orders and pre-authorization requests for durable medical equipment (DME) and infusion services to be sent to onehome to manage, effective January 1, 2023.

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

This program is consistent with industry-wide efforts to ensure clinically appropriate quality of care and helps manage increasing utilization of DME and infusion services.

While onehome is responsible for referral management, including intake and placement of DME and infusion orders, Humana will oversee onehome to ensure delivery of quality services.

Key Provisions:

- Effective January 1, 2023, onehome will coordinate DME and home infusion referrals for Humana Medicare Advantage HMO- and PPO-covered patients. Ordering healthcare providers should contact onehome to refer patients for DME and/or home infusion services.
- Humana will continue to handle prior authorizations, and onehome will coordinate directly with Humana on items or services requiring preauthorization.
- Claims, provider disputes and patient grievances and appeals will continue to be managed by Humana.

What this means to you:

- If you receive a DME or home infusion order from a referring provider, please direct it to onehome prior to fulfillment.*
- Simply forward the order to onehome via fax:
855-475-5614

Be sure to include the appropriate return fax number with the order.
- Services can begin once you receive an approval notification from onehome.

*Excluding DME groupings that are not included in the program

Questions?

For DME or home infusion services-related questions, call onehome at **833-523-2609 option 3** Monday-Friday 8 a.m. to 9 p.m. EST Saturday-Sunday 8 a.m. to 5 p.m. EST

For general eligibility/benefits and claims inquiries, contact Humana Medicare Customer Service at **800-457-4708**. Monday – Friday 8 a.m. to 8 p.m. EST