

# 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 begins management of DME and home infusion referrals for MA HMO and PPO members. Ordering healthcare providers should contact onehome to refer members for DME and/or home infusion services.
- Humana will continue to handle prior authorizations, but onehome will coordinate directly with Humana on items or services that require preauthorization.
- Claims, provider disputes and member grievances and appeals will continue to be managed by Humana.

## Additional information:



### This update applies to the following healthcare provider types:

Physicians - Medical Group/Independent Physician Associations - Hospital - Home Health - Ancillary Providers - Behavioral Health Providers - Federally Qualified Health Centers



### Lines of Business:

- Medicare Advantage HMO members
- Medicare Advantage PPO members



### onehome's intake team accepts patient orders electronically or via fax server.

- **Careport/ECIN:** Select "One Homecare Solutions" as the provider for DME orders
- **NaviHealth/Curaspan:** DME: Select "One Home Medical Equipment" under the "Home Services and Level of Care DME Supplier" section
- **FAX:** You can also fax requests to onehome at 855-475-5614.



### Questions?

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

For medical service preauthorization requests and notification questions, call Humana at **800-523-0023**.  
24 hours a day