

September 30, 2025

Dear Provider:

Beginning February 1, 2026, OneHome, as a delegated entity of Humana, will assume responsibility for skilled nursing facility (SNF) utilization management (UM) on behalf of Humana. The current authorization submission process through Availity will remain in place.

What's new:

OneHome has partnered with Post Acute Analytics (PAA) to use its Anna™ software platform to monitor and manage patient care processes, quality, transitions, outcomes, and to support collaborative health care operations and management of patient healthcare needs and services before, during, and after hospitalization.

PAA works with health systems, payors, and post-acute providers to promote transparency across the care continuum. As Humana and OneHome's business associate, PAA is authorized to receive protected health information (PHI), personally identifiable information (PII), and other information to perform these services.

What this means to you:

Skilled nursing facility providers are required to utilize the Anna™ software platform for their Humana Medicare Advantage-covered patient admissions. Integration with Anna™ will reduce the need for you to manually submit clinical documentation and confirm admissions and discharges.

Providers must:

- Continue to use Availity™ for submission of preservice authorization requests. Anna™ is separate and apart from the process to obtain a preservice authorization. Anna™ is a software platform used to monitor and manage patient care processes, quality, transitions, and outcomes.
- OneHome, as a delegated entity of Humana, requires that you utilize the Anna platform which can include integrating your EHR system directly with Anna™. You'll experience streamlined processes, simplified communications, and significantly reduced manual document submissions.
- Notify OneHome of all Humana Medicare Advantage SNF admissions utilizing the Anna platform.
- Conduct SNF continued stay review processes (including providing clinical documentation) within Anna™

Note: EHR integration with Anna™ enables seamless bi-directional flow of admission, discharge, transfer (ADT) data, as well as applicable clinical documentation. Reminder that **no fees** are associated with this integration or with your facility's use of Anna™.

To support you in this transition, one of PAA's network operations partners will be contacting you to assist with the next steps and invite you to an educational kick-off webinar, if you haven't already attended. Meanwhile, please contact PAA at network@paanalytics.com should you have any questions on next steps.

Sincerely,

OneHome

