

Medical and behavioral health provider relations representatives

October 1, 2024

Claim inquiry resolution

For resolution of Medicaid behavioral health and medical-related claims issues, please call Provider Services first at **800-444-9137** to obtain a call reference number.

If your claim(s) inquiry is not resolved, please email **KYMCDCCR@humana.com**, copying your **provider relations representative**, with the following information:

- A description of your inquiry
- The call reference number (only one per inquiry)
- This **claims submission form** filled in with your claim examples

If you have a large volume of claims for the same issue, you need only provide a few examples. Humana Healthy Horizons pulls a report to capture all affected claims.

Provider relations inquiries

Please email **KYMCDPR@humana.com** for assistance with inquiries and other requests including, but not limited to:

- Your assigned Provider Relations representative
- Policy and procedures
- Group roster requests
- Orientation and training
- Onsite visits and virtual meetings
- Network notices and communications

Provider Relations Associate Director

Pamela Trigilio

Email: **PTrigilio@humana.com**

Phone: **502-794-5204**

Provider Relations Manager

Chris Burchett

Email: **CBurchett1@humana.com**

Phone: **606-341-0131**

Provider-specific assignments

Kentucky Health Departments

Representative: **Stacy Tooley**

Email: **STooley1@humana.com**

Phone: **502-595-9858**

Baptist Health, St. Elizabeth Healthcare, TriHealth, and University of Cincinnati

Representative: **Jeremy Lucas**

Email: **JLucas13@humana.com**

Phone: **502-492-8961**

UK Healthcare, CHI Saint Joseph, and Lifepoint

Representative: **Chris Whitlock**

Email: **CWhitlock@humana.com**

Phone: **502-504-7223**

Norton, UofL, Cincinnati Children's, The Christ Hospital

Representative: **Sharica Brackens**

Email: **SBrackens1@humana.com**

Phone: **502-716-0170**

Appalachian Regional Healthcare (ARH)

Representative: **Jeremy O'Connor**

Email: **JOconnor4@humana.com**

Phone: **502-504-3754**

Humana Healthy Horizons® in Kentucky

Humana Healthy Horizons in Kentucky is a Medicaid product of Humana Health Plan Inc.

98803KY00424

HUMP98803

Center Care

Representative: **Jay Soto**

Email: **JSoto22@humana.com**

Phone: 270-321-9365

Owensboro Health

Representative: **Devan Knott**

Email: **DKnott1@humana.com**

Phone: 270-231-5628

Kentucky Primary Care Association (KPCA)

Representative: **Jeremy O'Connor**

Email: **JOconnor4@humana.com**

Phone: 502-504-3754

The Association of Primary Care Physicians, Inc. (APCP)

Representative: **Sharica Brackens**

Email: **SBrackens1@humana.com**

Phone: 502-716-0170

Prescribed pediatric extended care (PPECs)

Kidz Club—all locations (Bowling Green, Dixie, Erlanger, Lexington, Neighborhood House, Preston), Redwood School and Rehabilitation Center, The Lily Pad at Easter Seals, Masonic Homes of Kentucky Pediatric Day Care/ Sproutlings Pediatric Day Care and Orchid House

Representative: **Stacy Tooley**

Email: **STooley1@humana.com**

Phone: 502-595-9858

Ancillary providers

Please note: Ancillary providers not listed below fall into county assignments.

Medical supplies, equipment, and appliances (MSEA), hospice, dialysis and doulas

Representative: **Jay Soto**

Email: **JSoto22@humana.com**

Phone: 270-321-9365

All infusion, home health and skilled nursing

Representative: **Devan Knott**

Email: **DKnott1@humana.com**

Phone: 270-231-5628

Independent Labs

Representative: **Sharica Brackens**

Email: **SBrackens1@humana.com**

Phone: 502-716-0170

County-specific representative assignments

Representative: **Sharica Brackens**

Email: **SBrackens1@humana.com**

Phone: 502-716-0170

Counties: Boone, Campbell, Carroll, Gallatin, Henry, Kenton, Jefferson, Oldham and Trimble

Representative: **Chris Whitlock**

Email: **CWhitlock@humana.com**

Phone: 502-504-7223

Counties: Bourbon, Bracken, Fayette, Harrison, Jessamine, Nicholas, Robertson, Mason, Clark, Montgomery, Bath, Rowan, Fleming, Lewis, Carter, Greenup, Boyd, Lawrence, Elliott, Morgan, Menifee, Powell, Estill and Bracken

Representative: **Jeremy O'Connor**

Email: **JOconnor4@humana.com**

Phone: 502-504-3754

Counties: Breathitt, Clay, Floyd, Harlan, Jackson, Johnson, Knott, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike and Wolfe

Representative: **Stacy Tooley**

Email: **STooley1@humana.com**

Phone: 502-595-9858

Counties: Adair, Boyle, Casey, Clinton, Cumberland, Green, Laurel, Lincoln, Madison, Marion, McCreary, Mercer, Metcalf, Monroe, Pulaski, Russell, Taylor, Washington, Wayne and Whitley, Garrard, Rockcastle, Knox and Bell

Representative: **Jeremy Lucas**

Email: **JLucas13@humana.com**

Phone: 502-492-8961

Counties: Anderson, Bullitt, Franklin, Hardin, Larue, Nelson, Shelby, Spencer, and Woodford, Owen, Grant, Pendleton and Scott

Representative: **Jay Soto**

Email: **JSoto22@humana.com**

Phone: **270-321-9365**

Counties: Allen, Breckinridge, Butler, Christian, Grayson, Hancock, Logan, Meade, Muhlenberg, Ohio, Simpson, Todd and Trigg, Warren, Edmonson, Hart and Barren

Representative: **Devan Knott**

Email: **DKnott1@humana.com**

Phone: **270-231-5628**

Counties: Ballard, Calloway, Carlisle, Crittenden, Daviess, Fulton, Graves, Henderson, Hickman, Hopkins, Livingston, Marshall, McCracken, McLean, Union and Webster, Caldwell and Lyon

Community mental health centers

Communicare, Four Rivers, Pennyroyal Center, and Lifeskills, Adanta and Cumberland River, Comprehend, River Valley, North Key, Seven Counties, Pathway, Mountain Comp Care and New Vista and Kentucky River

Representative: **Darryl VanCleave**

Email: **DVancleave2@humana.com**

Phone: **502-539-9235**