



# Humana Healthy Horizons Behavioral Health Integration Initiative

**Humana** Healthy Horizons® in Florida

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

675801FL0225 FLHMJ5VEN

# Table of Contents

<b>Behavioral health integration</b> .....	<b>3</b>
What is behavioral health integration? .....	3
How to work with Humana Healthy Horizons’ behavioral health provider partners .....	3
How to work with Humana Healthy Horizons’ case management team .....	4
How to bill for interprofessional consultation between physical health providers and behavioral health providers .....	5
<b>Behavioral health hub collaborative</b> .....	<b>6</b>
Humana announces a partnership with various behavioral health hubs (BHHs) to support Florida’s pediatric mental health collaborative mission.....	6
Program goals .....	6
What does this mean for pediatric primary care providers?.....	6
Interprofessional consultation between providers and psychiatrists .....	6
Education and skill building through active learning .....	7
How do I know which BHH to access?.....	7
Other helpful information .....	8



## Behavioral health integration



### What is behavioral health integration?

Humana Healthy Horizons® in Florida understands the benefits of integrated behavioral and physical healthcare as it provides a person-centered approach to members' care. Humana Healthy Horizons strives to educate providers on the benefits of integrated care, which include improved access to care, improved coordination of care and improved health outcomes.

Behavioral health integration involves primary care and behavioral health practices working together to coordinate mental and physical health for a holistic approach to member care. These practices can have colocated behavioral health providers (psychiatrist, psychologist, licensed clinical social worker, licensed professional counselor, licensed mental health counselor, or licensed marital and family therapist) physically available within the building of their medical practice. **However, they do not have to be colocated to provide this type of integrated care.**



### How to work with Humana Healthy Horizons' behavioral health provider partners

Integrating behavioral healthcare with primary care is considered an effective strategy for improving outcomes for individuals with mental or behavioral health conditions. Members with behavioral health disorders and physical health conditions are more likely to need inpatient stays and emergency department utilization. The goals of integrated behavioral health include:

- Improved health outcomes
- Patient-centered model
- Cost savings

We recommend the following method for working with Humana Healthy Horizons' behavioral health partners:

1. Using your region, determine which behavioral health partner serves your area, and contact their referral team via the listed information below. They will provide guidance, education, support and coordination to ensure you are introduced to and engaged with a specific behavioral health provider in your area.

#### Access Behavioral Health (ABH) contact information

##### Provider inquiries

Phone: 866-477-6725 Monday – Friday, 8 a.m. – 5 p.m., Eastern time; Email: [abhinfo@lifeviewgroup.com](mailto:abhinfo@lifeviewgroup.com)

## ABH contact information

<b>Referral support</b>	Phone: <b>866-477-6725</b> Monday – Friday, 8 a.m. – 5 p.m., Eastern time; Email: <a href="mailto:abhreferral@lifeviewgroup.org">abhreferral@lifeviewgroup.org</a>
<b>Crisis line</b>	Crisis line: <b>988</b>  Mobile Response Team (MRT) provides 24/7 intervention and support and is available to respond within 60 minutes via telephone triage or in person.  Lakeview Center MRT ( <b>866-517-7766</b> ) serves Escambia, Okaloosa, Santa Rosa and Walton counties.  Life Management Center MRT ( <b>850-522-4485</b> ) serves Bay, Calhoun, Gulf, Holmes, Jackson and Washington counties.  Apalachee Center MRT ( <b>800-342-0774</b> ) serves Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla counties.

**Region B–I (previously regions 3– 11)—Please see Carelon Behavioral Health contact information.**

## Carelon Behavioral Health contact information

<b>Provider inquiries</b>	Phone: <b>800-397-1630</b> Monday – Friday, 8 a.m. – 8 p.m., Eastern time; Email: <a href="mailto:Provider.Relations.FL@carelon.com">Provider.Relations.FL@carelon.com</a>
<b>Referral support</b>	Email: <a href="mailto:BH_CM@carelon.com">BH_CM@carelon.com</a>
<b>Crisis line</b>	<b>988</b>

2. If you are a pediatric provider, you can contact a behavioral health hub (BHH) for education, training and support of your members’ behavioral health needs. Please see all of the details in the BHH section of this document for insights, information and contact information for your area’s BHH.



## How to work with Humana Healthy Horizons’ case management team

Humana Healthy Horizons’ strategy is to ensure the family’s needs and concerns are supported throughout the course of treatment and therapy through a fully integrated process.

We provide an integrated, seamless process:

- Humana Healthy Horizons’ integrated management team brings together Utilization Management, case management, behavioral health, network, provider relations, population health and quality improvement to support our members.
- Our telephone behavioral health case manager is the family’s point of contact and designated case manager for the member’s needs.
- Our team provides education, community resources, assistance with finding medical and behavioral health services, and help addressing and closing gaps in care for the member.

### Clinical contact information:

- Inpatient Utilization Management: **866-856-8974** Monday – Friday, 8 a.m. – 5 p.m., Eastern time
- Outpatient Utilization Management: **800-322-2758** Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time
- Case management: **800-229-9880** Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time
- HumanaBeginnings®: **800-322-2758, ext. 1500290** Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time
- 24-hour nurse advice line: **800-477-6931** 24 hours a day, seven days a week



### How to bill for interprofessional consultation between physical health providers and behavioral health providers

- 99484: Care management services for behavioral health conditions—At least 20 minutes of clinical staff time, directed by a qualified healthcare provider, per calendar month
- 99492: Initial psychiatric collaborative care management—First 70 minutes in the first calendar month of behavioral healthcare manager activities, in consultation with a psychiatric consultant and directed by the treating qualified healthcare provider
- 99493: Subsequent psychiatric collaborative care management—First 60 minutes in a subsequent month of behavioral healthcare manager activities, in consultation with a psychiatric consultant and directed by the treating qualified healthcare provider
- 99494: Initial or subsequent psychiatric collaborative care management—Each additional 30 minutes in a calendar month of behavioral healthcare manager activities, in consultation with a psychiatric consultant and directed by the treating qualified healthcare provider (report in conjunction with 99492, 99493)

### Behavioral health hub collaborative



### Humana announces a partnership with various BHHs to support Florida's pediatric mental health collaborative mission.

The Florida Department of Health's Title V program developed the Florida Pediatric Mental Health Collaborative (FPMHC) to increase access to pediatric mental health services by building the capacity of pediatric primary care providers. The FPMHC is the organizing body

for regional BHHs statewide. BHHs support the improvement of access to care and coordination of care for pediatric patients with behavioral health needs through implementation of an evidenced-based model of integrated behavioral health that best meets their community needs. BHHs work with local pediatric primary care providers to build providers' capacity in mental health diagnoses, treatment and referral of children with behavioral health conditions.

Humana Healthy Horizons is pleased to support the FPMHC mission to increase the confidence, knowledge and skill sets of pediatric primary care providers to improve identification and treatment of children with behavioral healthcare needs.



### **Program goals**

At no cost to our pediatric provider partners, the goals of this collaborative initiative are to reduce access gaps; build community resources and partnerships within the various BHH catchment areas; and promote provider engagement and education regarding behavioral health conditions commonly seen in the pediatric primary care practice environment.



### **What does this mean for pediatric primary care providers?**

As members of FPMHC, each BHH supports pediatric primary care providers through:

- Interprofessional consultation between primary care providers and psychiatrists
- Education and skill building via technical assistance in coordination of mental and medical healthcare
- Case management support for referring patients to community-based services
- Training of providers in mental healthcare



### **Interprofessional consultation between providers and psychiatrists**

The collaborative is designed to provide access between pediatricians and board-certified child and adolescent psychiatrists to discuss issues of diagnosis, psychotherapeutic medication management, therapy and/or care coordination recommendations with primary care pediatricians. BHH psychiatrists can provide suggestions for different treatment approaches and may offer telepsychiatry consultations if indicated.



## Education and skill building through active learning

BHHs will provide the following assistance to Humana Healthy Horizons pediatric provider partners:

- Training on topics including screening, diagnosis, treatment, engagement and various behavioral health disorders
- Interpretation of results from mental health assessment screenings
- Training in communication skills to engage youth and families
- Training in diagnostic skills for pediatric primary care providers
- Evaluation of patient responses to and adverse effects of psychotropic medications
- Mechanisms for coordinating care with a variety of specialties and scheduling telepsychiatry appointments



## How do I know which BHH to access?

Each BHH works directly within its designated community to offer consultative, educational and support services.

To view a list of BHHs, visit each site for more information. Please note, each BHH has a different catchment area.

- University of South Florida's Florida Program for Behavioral Health Improvements and Solutions  
<https://floridabhcenter.org/wp-content/uploads/2024/02/BHHContactList.pdf>
- Florida State University's College of Medicine Center for Behavioral Health Integration  
<https://med.fsu.edu/behavioralhealthintegration/home>
- University of Florida's Department of Psychiatry, Division of Child and Adolescent Psychiatry  
<https://bhh.psychiatry.ufl.edu>
- University of Miami's Miller School of Medicine Department of Psychiatry and Behavioral Sciences  
<https://med.miami.edu/departments/psychiatry/divisions-and-programs/child-and-adolescent-psychiatry>
- Florida International University's Herbert Wertheim College of Medicine Department of Psychiatry and Behavioral Health  
<https://medicine.fiu.edu/about/departments/psychiatry-and-behavioral-health/clinical-service-contracts/>
- Nemours Children's Health, Florida  
<https://nemours.org/services/central-florida-behavioral-health-hub.html>

All pediatric providers may contact the Florida Behavioral Health Collaborative Pediatric Hotline, and they will redirect you to the appropriate BHH.

## The Florida Behavioral Health Collaborative Pediatric Hotline

The hotline offers a coaching experience between child and adolescent psychiatrists and pediatric primary care providers. All pediatric providers may contact the Florida Behavioral Health Collaborative Pediatric Hotline to connect with board-certified child and adolescent psychiatrists and care coordinators to discuss presentation of symptoms and choose a treatment option that best suits the needs of the youth and family. The child and adolescent psychiatrists provide a comanagement experience designed to augment pediatric providers' skills in treating behavioral health issues encountered in the primary care setting. The pediatric hotline is a free resource available on non-holiday weekdays with no Health Insurance Portability and Accountability Act of 1996 (HIPAA) information exchanged and a primary concentration on medication management.

**866-487-9507**

**For more information about the Florida Behavioral Health Collaborative Pediatric Hotline, visit [www.floridabhcenter.org](http://www.floridabhcenter.org).**

Consultations are available to all providers caring for children/youth up to 21 years old regardless of insurance carrier.



### Other helpful information

- Florida Department of Health and Florida Pediatric Mental Health Collaborative (FPMHC): [www.floridahealth.gov/programs-and-services/childrens-health/cms-specialty-programs/title-5-program/Behavioral-Health-Services/index.html](http://www.floridahealth.gov/programs-and-services/childrens-health/cms-specialty-programs/title-5-program/Behavioral-Health-Services/index.html)
- Behavioral Health and Related Topics | Florida Department of Health: [www.floridahealth.gov](http://www.floridahealth.gov)
- Florida Best Practice Psychotherapeutic Medication Guidelines: <https://floridabhcenter.org>
- National Alliance on Mental Illness: [www.nami.org](http://www.nami.org)

Behavioral Health Crisis and Suicide Hotline: Call or text **988** or go to [988lifeline.org](http://988lifeline.org) to chat and receive immediate help 24/7.

For assistance locating long-term mental health resources, talking through a problem or exploring mental health treatment options, call **211** to speak with a live person who can help in your local community, 24 hours a day, seven days a week, or visit [www.211.org/get-help/mental-health](http://www.211.org/get-help/mental-health).