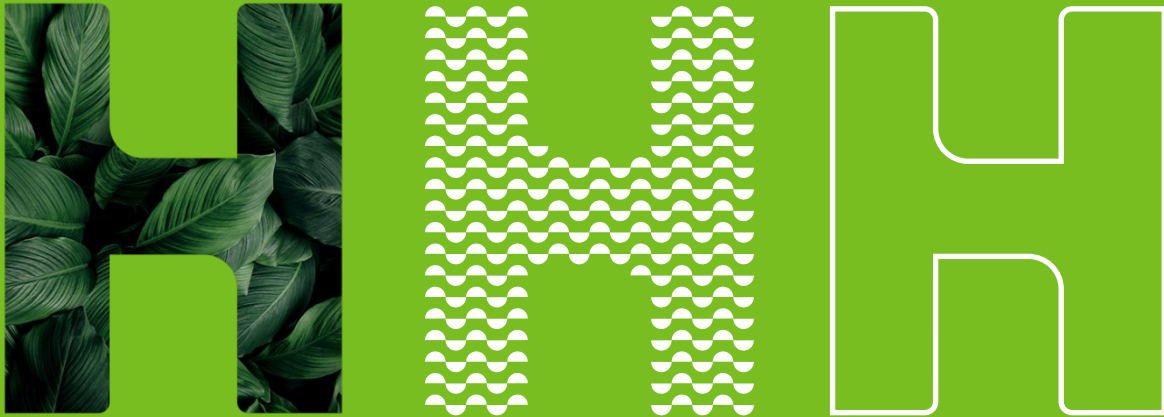


Humana
Healthy Horizons[®]
in Oklahoma

Sooner**Select** 

Credentialing resource guide



Humana Healthy Horizons in Oklahoma is a Medicaid product of Humana Wisconsin Health Organization Insurance Corporation.
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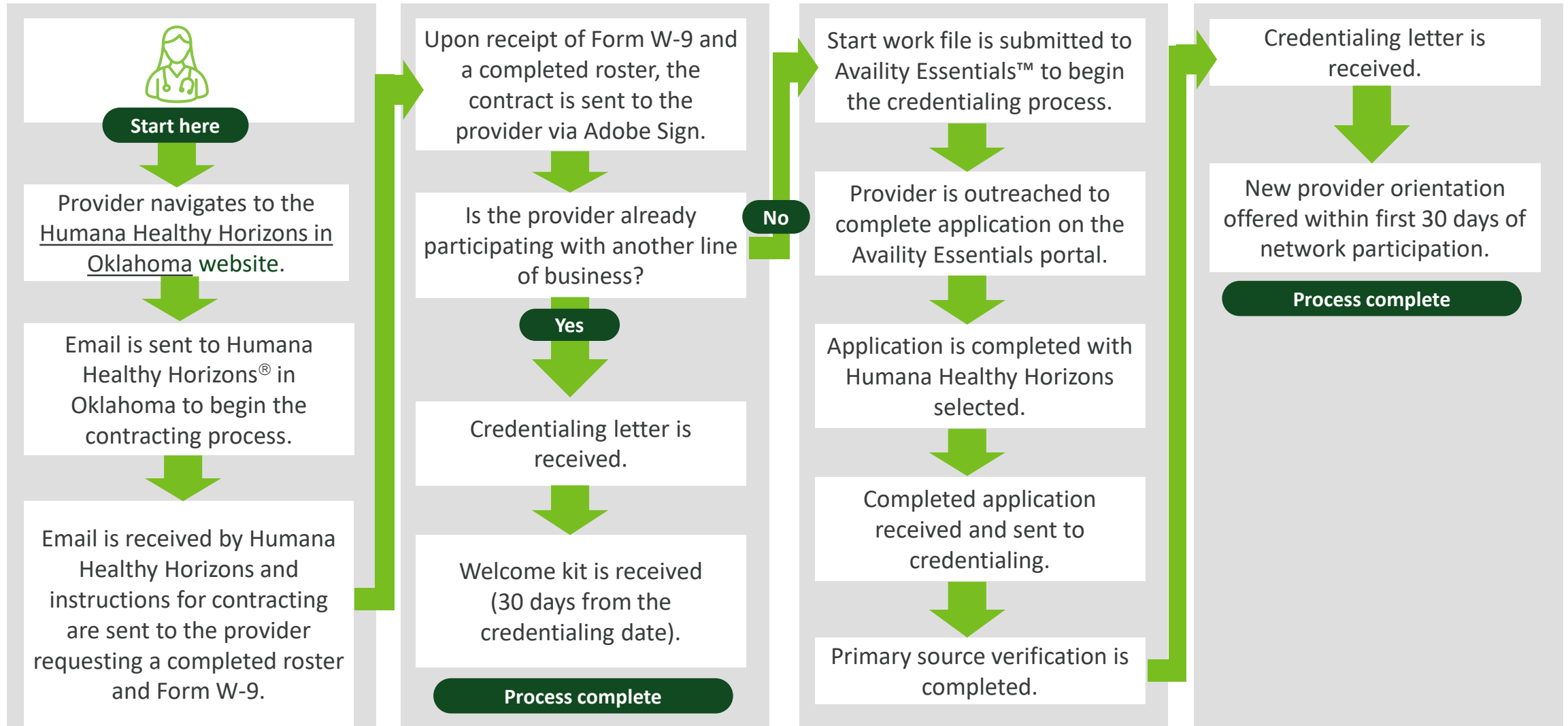


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Workflow for providers

Provider process



Note: This workflow is **not** applicable to providers that do not require credentialing. Providers in this category simply need to submit a roster. For a complete list of excluded providers, refer to slide 13.

Resources for providers

Enroll with Oklahoma Health Care Authority (OHCA)



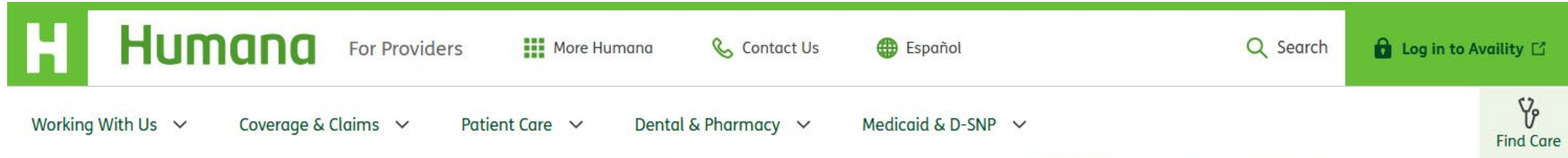
[Visit the OHCA enrollment webpage](#)

The screenshot shows the OHCA website header with the logo and navigation menu. The main content area is titled "Enrollment" and contains a table with information for providers.

Provider Contracts	ATTENTION:
<p>If you have questions:</p> <ul style="list-style-type: none">• Call toll free (800) 522-0114, option 5 for Provider Contracts (Hours: 8 a.m. – 5 p.m. Mon., Tues., Thurs., Fri., and 1 – 5 p.m. Wed.)	<p>Please remember that all SoonerCare-contracted providers are responsible for keeping their provider file current.</p>
<ul style="list-style-type: none">• Email us	<p>Please make sure your email address(es), phone number(s) and location are up to date, so you can receive all pertinent OHCA communications. Thank you.</p>

Resources for providers


Submitting a Humana Healthy Horizons contracting request



The screenshot shows the top navigation bar of the Humana website. On the left is the Humana logo. To its right are links for 'For Providers', 'More Humana', 'Contact Us', and 'Español'. Further right is a search bar and a 'Log in to Availity' button. Below the navigation bar is a secondary menu with links for 'Working With Us', 'Coverage & Claims', 'Patient Care', 'Dental & Pharmacy', and 'Medicaid & D-SNP'. On the far right of this menu is a 'Find Care' button with a stethoscope icon.

Visit: Welcome New Providers!

A contract manager will reach out with the necessary documents to complete an agreement.



A photograph showing four healthcare professionals in a clinical setting. Two are wearing white lab coats and two are wearing blue scrubs. They are engaged in a conversation, with one person gesturing with their hand.

Resources for providers

Submitting a credentialing application

Already credentialed

If the provider is credentialed with Humana Healthy Horizons under another line of business (Medicare), the provider will need to have a current Council for Affordable Quality Healthcare® (CAQH®) or Availity Essentials application for Humana Healthy Horizons to complete the Medicaid credentialing process.

Not yet credentialed

Providers may submit contract applications to OHCA and contract and credentialing requests to contracted entities (CEs) at the same time. While these processes may run concurrently, contract effective dates with OHCA and the CE may differ. CEs must comply with National Committee for Quality Assurance (NCQA) standards, meaning you cannot be active in the network until credentialing (if applicable) is complete. Credentialing **cannot be completed** until OHCA issues a valid provider ID, and CEs cannot backdate credentialing. Please follow “Workflow for Providers” (Slide 3) to begin the contracting and credentialing process.

Outreach

Availity Essentials will make up to 3 attempts via email to obtain missing information. Once a clean credentialing submission is received, the information is sent to the credentialing team for primary source verification.

Decision

After credentialing is completed and approved, an approval letter will be emailed to the contact on file.



Provider Credentialing Application Checklist

Avoid Common Mistakes—Submit a Complete Application the First Time!

To ensure your credentialing application is processed quickly and without delays, please review this checklist before submitting:

- ✓ **Update Your CAQH Profile (If applicable)**
 - Confirm all information in your CAQH profile is current and complete.
- ✓ **Complete the Availity Application**
 - Make sure your Availity application is fully filled out and submitted.
- ✓ **Attach Proof of Professional Liability Insurance**
 - Include a current copy of your professional liability insurance documentation.
- ✓ **Include a Provider Roster**
 - Ensure that the latest roster has been provided via [Contact Us](#)
 - NOTE: Only additions, terminations or changes need to be on the roster.
- ✓ **Double-Check All Attachments**
 - Verify that all required documents are attached and uploaded correctly.

Helpful Tips:

- The application system is designed to prevent incomplete submissions, but incorrect or missing attachments can still cause delays.

Resources for providers

Provider orientation



Do you have questions? Are you interested in attending a live provider orientation?

Find your assigned provider relations representative by emailing OKMedicaidProviderRelations@humana.com.

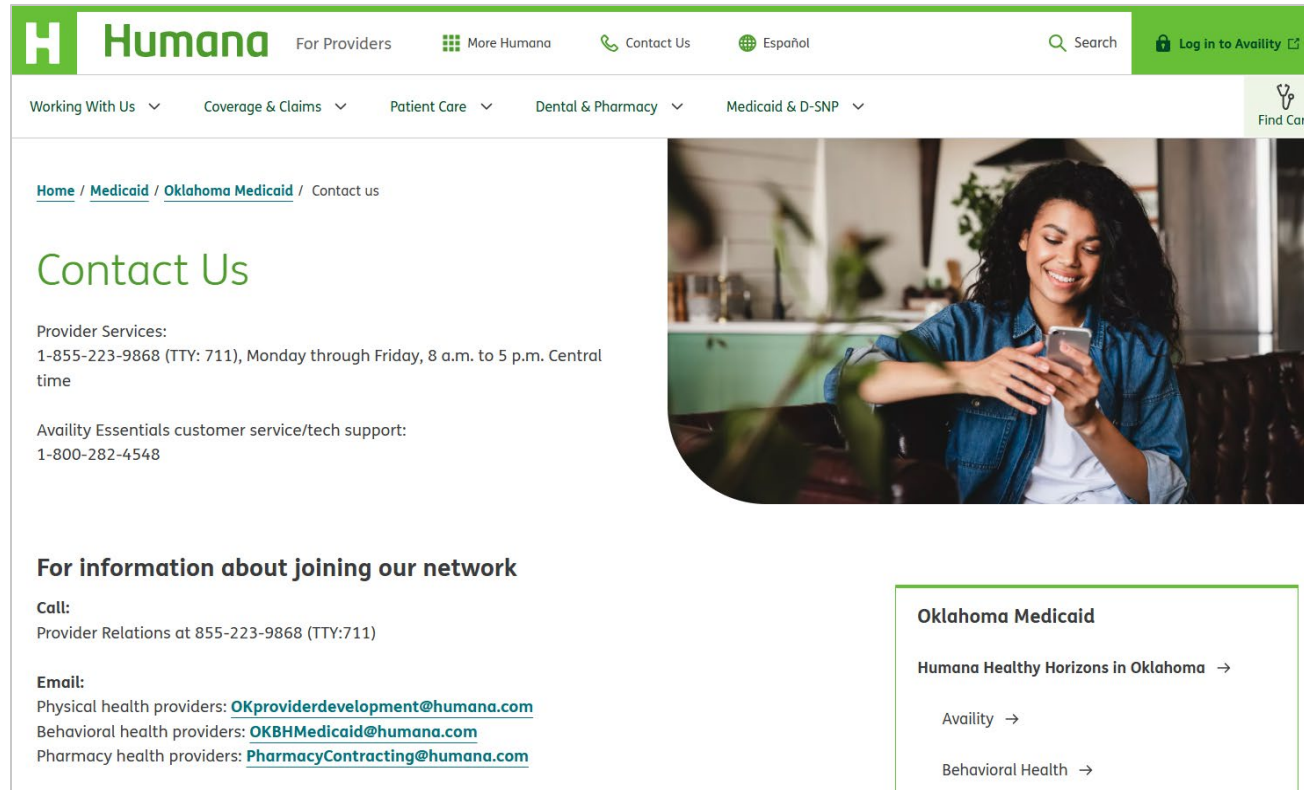


Are you interested in a self-paced provider orientation?

Provider orientation slide decks are available in Availity.

Resources for providers

Contacting us online



Humana For Providers More Humana Contact Us Español Search Log in to Availity

Working With Us Coverage & Claims Patient Care Dental & Pharmacy Medicaid & D-SNP Find Care

[Home](#) / [Medicaid](#) / [Oklahoma Medicaid](#) / [Contact us](#)

Contact Us

Provider Services:
1-855-223-9868 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m. Central time

Availity Essentials customer service/tech support:
1-800-282-4548

For information about joining our network

Call:
Provider Relations at 855-223-9868 (TTY:711)

Email:
Physical health providers: OKproviderdevelopment@humana.com
Behavioral health providers: OKBHMedicaid@humana.com
Pharmacy health providers: PharmacyContracting@humana.com

Oklahoma Medicaid

[Humana Healthy Horizons in Oklahoma](#) →

[Availity](#) →

[Behavioral Health](#) →

- Visit our [Humana Healthy Horizons in Oklahoma](#) and select “**Contact Us**” on the right of the page.
- **To join our network:**
 - Please visit the following to join our network: [Welcome New Providers!](#)
- To find out who your representative is, please email us at OKMedicaidProviderRelations@humana.com.

New provider groups

Contracting and credentialing overview



Step 1

Enroll with OHCA

All providers in the group must be contracted with OHCA (with an active Medicaid ID) to serve SoonerSelect members.



Step 2

Submit contracting request

Submit a Humana Healthy Horizons contracting request via email. A contracting representative will contact you with required documents.



Step 3

Submit credentialing application

Complete a credentialing application for providers not already credentialed with another Humana line of business through the Availity Essentials portal.



Step 4

Receive credentialing approval

Respond to any outreach from Availity Essentials. Once approved, you will receive a letter confirming the credentialing effective date.



Step 5

Schedule new provider orientation

Within 30 days of the agreement effective date, a provider engagement network manager will offer to schedule an orientation and provide the executed agreement.

Adding providers to existing contracts

Step 1

Enroll with the OHCA

All providers in the group must be contracted with OHCA (with an active Medicaid ID) to serve SoonerSelect members.

Step 2

Submit updated Humana Healthy Horizons roster

Submit an updated Humana Healthy Horizons roster for the group to the following email:

Physical health providers: OKProviderDevelopment@humana.com

Behavioral health providers: OKBHMedicaid@humana.com

Step 3

Submit credentialing application

Complete credentialing applications for providers not already credentialed for another line of business through the Availity Essentials portal. Availity Essentials will follow-up if additional information is needed.

Step 4

Receive credentialing approval

Respond to any outreach from Availity Essentials. Once approved, you will receive a letter confirming the credentialing effective date.



Note:

For providers that have previously credentialed with the Humana Medicare line of business:

- Providers credentialed under another Humana line of business need to have a current CAQH or Availity Essentials application to complete the Medicaid credentialing review.
- A credentialing letter will be issued confirming the last approval date.
- Providers must re-credential within their existing credentialing cycle.

Adding providers to delegated groups

Step 1

Enroll with OHCA

Ensure all providers associated with the group are appropriately contracted with OHCA to provide services to Medicaid members.



Step 2

Update roster

Submit an updated Humana Healthy Horizons roster for the group through the Humana Healthy Horizons website.



Step 3

Review provider directory

New providers will be loaded in the provider directory with an effective date in accordance with the date of roster submission and OHCA effective date, whichever is later.

Provider roster clarifications

When adding a provider to an existing group:

- Ensure you are using the Humana Healthy Horizons provided roster template for submissions. Please submit a fully completed roster.
- All updates should reflect in the state file before submitting to Humana Healthy Horizons. Examples include:
 - Servicing locations
 - Specialty updates
 - Name changes, etc.
- Include only the providers on the roster submissions that require addition or updates.
 - Only submit new groups that have not been previously provided to Humana Healthy Horizons; do not resubmit full rosters that have already been sent, except for **net new groups**.



Provider roster clarifications

Excluded providers do not require credentialing

Some providers don't need to go through credentialing. Check out our list by specialty to see who's excluded.



[Visit Oklahoma
SoonerSelect: Provider
Resources](#)

Submitting your roster

You will need to continue to submit your rosters to Humana Healthy Horizons via email to:

Physical health providers:

OKProviderDevelopment@humana.com

Behavioral health providers:

OKBHMedicaid@humana.com

Pharmacy health providers:

PharmacyContracting@humana.com

We are working with Availity Essentials and expect to have the ability to upload rosters into the portal soon.

Availity > Provider Credentialing

PC Provider Credentialing Rhett Kayla Bartlett

- ✓ Personal Information
- ✓ Service Locations
- ✓ Services & Practice Limitations
- ✓ Licenses & Identifiers
- ✓ Medical Education
- ✓ Hospital Affiliations & Privileges
- ✓ Work History
- ✓ Disclosures
- ✓ **Attachments**
- 10 Attestation

Attachments

Required Attachments

Attach a Current Professional Liability Insurance Face Sheet

✓ Hpsolinsurance1.jpg applied
Preview | Delete

➕ Add File

➕ Attach a New File

Attach a License Certificate - Psychiatric Mental Health Nurse - 6271841

✓ Sample OK License Cert.jpg applied
Preview | Delete

➕ Add File

➕ Attach a New File

Optional Attachments

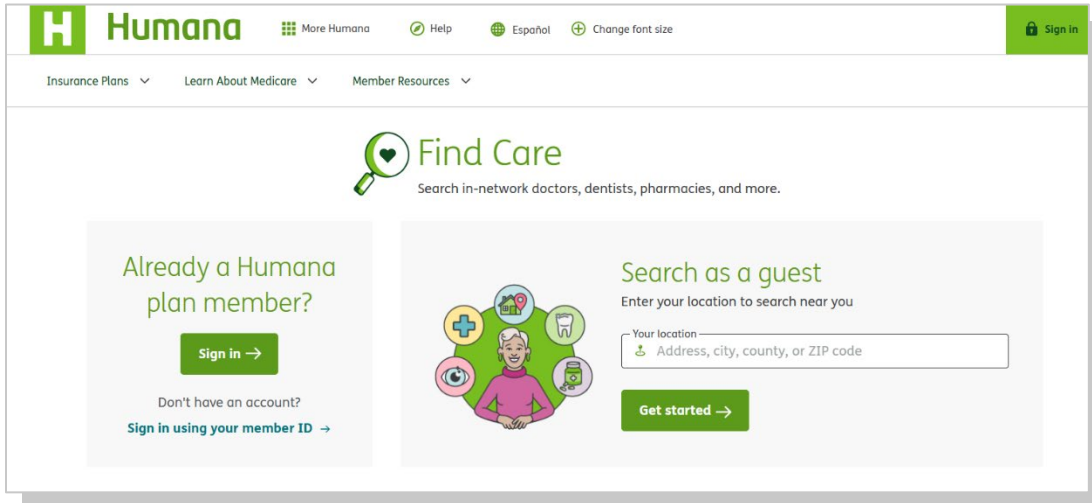
Attach a DEA Registration Certificate

⚪ File not applied

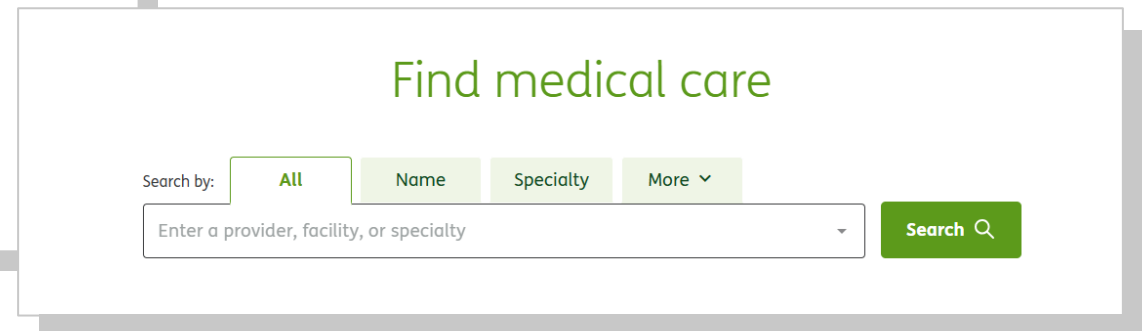
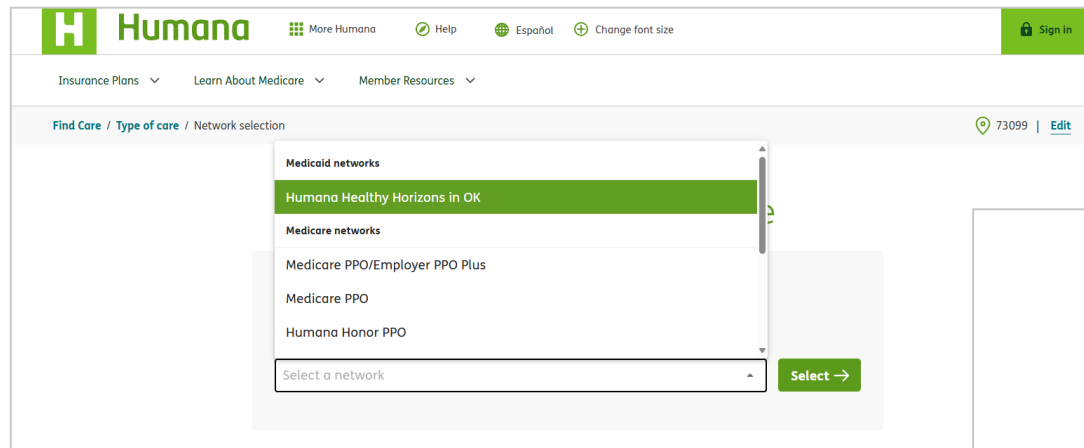
➕ Add File

➕ Attach a New File

Provider directory



Visit our Find Care webpage to access the provider directory.







Thank you

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in Oklahoma

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