Humana Healthy Horizons in Florida Resource Guide

This resource guide lists departments at Humana Healthy Horizons® in Florida that may be helpful in coordinating and authorizing services a member may need. It also provides contact information for teams who can assist with unresolved issues that may need to be escalated. Humana Healthy Horizons provides services in all regions (Regions A-I) for its members with long-term care (LTC) coverage. For more information, call Humana Healthy Horizons at 800-477-6931 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m., Eastern time, or visit the Humana Healthy Horizons in Florida provider webpage.

Behavioral health

The information listed here relates to authorization for behavioral health services, referrals, treatment centers and the behavioral health directory.

Access Behavioral Health: Region A (panhandle)

Email: abhreferral@lifeviewgroup.org Website: Access Behavioral Health Hours of operation during nonholidays: Monday – Friday, 8 a.m. – 5 p.m., Eastern time	Phone: 866-477-6725 (TTY: 711), for Spanish press **2** **Then follow these prompts:** **Option 2:** For providers, then select **Option 1:** For Humana Healthy Horizons, then select **Option 1:** For eligibility, or to speak with a representative **Option 2:** For claims or billing **Option 3:** For authorizations or plan benefits **Option 4:** For grievances **Option 5:** For information about the provider network

Humana
Healthy Horizons®
in Florida

Behavioral health

Carelon Behavioral Health: Regions B-I (all areas outside of panhandle)

Email:
BH_cm@carelon.com

Website:
Carelon Behavioral Health

Hours of operation during nonholidays:
Monday – Friday, 8 a.m. – 5 p.m.,
Eastern time

Phone:
844-265-7590 (TTY: 711), for English press **1**, for Spanish press **2**

Then follow these prompts:

Option 2: For healthcare professionals, then

- **Option 1:** For claims
  - **Option 1:** For claims mailing address
  - **Option 2:** For claims status
  - **Option 3:** For all other inquiries
- **Option 2:** For benefits and eligibility
- **Option 3:** For credentialing, contracting, rates, forms, inquiries and electronic transactions, then
  - **Option 1:** For electronic transactions
  - **Option 2:** For all other requests
- **Option 4:** For all clinical needs other than acute inpatient, residential, partial hospitalization program (PHP) or intensive outpatient program (IOP)
- **Option 5:** For mental health or substance use services authorization for acute inpatient, residential, PHP or IOP

According to the Florida Behavioral Health Improving Maternal and Pediatric Access Care and Treatment (FL BH IMPACT), "The FL BH IMPACT program aims to enhance the capacity of perinatal and pediatric clinicians to improve behavioral health outcomes in Florida and beyond." It consists of two programs: the Maternal & Perinatal Mental Health Program and the Pediatric Behavioral Health Program, which partner with clinicians and clinical care sites to integrate screening, training and technical assistance.

FL BH IMPACT provides a statewide directory of active and qualified maternal and pediatric behavioral health providers including psychiatric care.

Call FL BH IMPACT at 833-951-0296 Monday – Friday, 9 a.m. – 5 p.m. or visit the FL BH IMPACT website for more resources, such as forms and screening tools, the Health Hub training site and guidelines.

For information concerning the Healthy Behaviors Opioid use disorder/Substance use disorder (OUD/SUD) program, call 800-229-9880 Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time.

Connect with mental health and substance use services in your patient's area by visiting the Florida Maternal Mental Health Collaborative website. Search for select services that align with your patient's personal healthcare desires, preferred payment type and geographic location.

Case management	
Support provided includes assistance with post-discharge appointments, linking members to community services, education on condition and coordination with treating providers.	
Hours of operation during nonholidays: Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time	Phone: 800-229-9880 (TTY: 711) After hours or weekends, call: 800-477-6931 (TTY: 711)
Escalation contact: Primary	
Emily Mendes, RN, Associate Director, Adult and Specialty Case Management	Phone: 954-319-5496 (TTY: 711)
Arlene Silberman, Associate Director, Pediatric Case Management	Phone: 772-532-8242 (TTY: 711)
Escalation contact: Secondary	
Debbie Hicks, Director, Health Services	Phone: 352-769-7295 (TTY: 711)

Community resources

Provides referrals for members to solve social needs related to social determinants of health, including:

- Childcare and summer camp program assistance
- Domestic violence and substance use issues
- Employment and education
- Food and nutrition assistance
- Housing and financial support

Community Engagement team hours of operation during nonholidays: Monday – Friday, 8 a.m. – 4:30 p.m., Eastern time	Phone: 813-392-5303 (TTY: 711)
Other	
Website for community resources	Humana Community Navigator®
Escalation contact: Primary	
Theresa Martlock	Phone: 727-247-6928 (TTY: 711)
Other	
24-hour nurse line	Phone: 800-530-1446 (TTY: 711)

Dental

DentaQuest	
Hours of operation: Available 24 hours a day, 7 days a week	Phone: 888-468-5509 If you use a TTY, call 800-466-7566 (TTY).
Provider grievances and appeals	
File a grievance or appeal	DentaQuest Attn: Complaints and Grievances Department P.O. Box 2906 Milwaukee, WI 53201- 2906 Phone: 877-468-5581 If you use a TTY, call 800-466-7566 (TTY). Fax: 262-834-3452
Liberty Dental:	
Hours of operation: Monday – Friday, 8 a.m. – 8 p.m., Eastern time	Phone: 888-352-7924 If you use a TTY, call 877-855-8039.
Provider grievances and appeals	
File a grievance or appeal	Liberty Dental Attn: Grievance/Appeal

	P.O Box: 15149 Tampa FL, 33684

Long-Term Services and Supports	
Support provided includes assistance with LTC case management and utilization management needs. Additionally, Humana Healthy Horizons long-term care has a 24 hour **live** manager on call for LTC member needs.	
Hours of operation during nonholidays: Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time	Humana Case Management: 800-229-9880 (TTY: 711) Contact after hours or weekends: 800-477-6931 (TTY: 711)
Escalation contact	
April Evans, Director, Care Management, Florida Long-Term Care	850-549-5783
Miriam Walters, Director, Health Services Utilization Management Florida Long-Term Care	954-329-6241

Perinatal care support (HumanaBeginnings®)	
Support provided includes assistance with prenatal/postpartum appointments, community resources and individualized member education.	
For coordination of referrals for high-risk pregnancy or substance use disorder in pregnancy, call us directly to immediately connect with a care management nurse. Website: From Pregnancy to Parenthood Humana Healthy Horizons in Florida webpage Hours of operation during nonholidays: Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time	Humana's Medicare and Medicaid health service line: 800-322-2758, ext. 1394119 (TTY: 711) Contact after hours or weekends: 800-477-6931 (TTY: 711)
Escalation contact: Primary	
Kat Gorman, Associate Director, HumanaBeginnings	754-260-4075 (TTY: 711)
Escalation contact: Secondary	
Debbie Hicks, Director, Health Services	352-769-7295 (TTY: 711)

Pharmacy	
For general questions about the pharmacy benefit, refill-too-soon overrides or prior authorization status please visit Humana's CoverMyMeds page. Hours of operation during non-holidays: Daily, 8 a.m. – 8 p.m., Eastern time	Humana Pharmacy Help Desk: 800-865-8715 (TTY: 711) Pharmacy prior authorization/Humana Clinical Pharmacy Review: 800-555-CLIN (555-2546) (TTY: 711) or visit Humana's CoverMyMeds webpage.
Escalation contact:	
Kristi Black	Mobile: 904-742-4902

Subcontracted utilization management services	
Conviva centers	
For general inquiries	Phone: 855-923-4815
Contact after hours or weekends	Phone: 786-618-7588 (TTY: 711) **Then follow these prompts:** **Option 2:** For the Conviva customer intake team – English **Option 9:** For the Conviva customer intake team –Spanish **Option 3:** To leave a peer-to-peer voicemail (available 24 hours, 7 days a week)
	Fax: 866-260-5742
	Expedited requests fax: 866-294-4940
Utilization management	
Prior authorization requests and updates	Phone: 877-779-9277 (TTY: 711) **Then follow these prompts:** **Option 2:** For new referrals **Option 3:** To request a peer-to-peer
Health Network One (HN1) – Therapy Network (Regions D, H, I)	
Special instructions for after hours or weekends: Follow the HN1 message instructions to be connected to the on-call utilization management supervisor.	Phone: 888-550-8800 (TTY: 711) **Then follow these prompts:** **Option 1:** For primary care providers and specialists **Option 2:** For provider relations **Option 3:** For specialty providers (related to claims) **Option 6:** For compliance **Option 0:** For all others
Escalation contact: Primary	
Terri Epp	Phone: 954-478-6469 (TTY: 711)
Escalation contact: Secondary	
Katie Whitten	Phone: 305-614-0126 (TTY: 711)
iCare Health Solutions	
If you have any questions about our network of eye care professionals or our services, please call our business office at 855-373-7627.	

Hours of operation: Monday – Friday, 8 a.m. – 5 p.m., Eastern time

Subcontracted utilization management services

Premier Eye Care—Regions A-G (excluding Palm Beach)

Special instructions for after hours or weekends: No authorization is required for emergency care, after-hours care or weekend services.	Phone: 800-738-1889 Fax: 800-523-3788
Escalation contact: Primary	
Dr. Michael Hecht	561-352-0840 (TTY: 711)
Escalation contact: Secondary	
Dr. Afrouz Motedaeiny	954-478-1568 (TTY: 711)

Transportation (ModivCare)

Normal hours of operation during non-holidays for routine transportation: Monday – Friday, 8 a.m. – 5 p.m., Eastern time

For members who have managed medical assistance coverage through Humana Healthy Horizons	Phone: 866-779-0565 (TTY: 711)
For members who have long-term care coverage through Humana Healthy Horizons	Phone: 877-564-0571 (TTY: 711)
For facility discharge scheduling and assistance Hours of operation: 24 hours a day, 7 days a week including holidays	Phone: 866-252-1566 (TTY: 711) Fax: 866-779-5242
Escalation contact: Primary	
Managed Medical Assistance (MMA): Theresa Dandy LTC: Stewart Smith	Email: tdandy@humana.com Email: Ssmith15@humana.com

Advanced life support (ALS) and basic life support (BLS) are not eligible non-emergent medical transportation (NEMT) services.

If a member's medical need is an ALS level of care, call 911.

If a member's need is a BLS service, please call Humana Healthy Horizons for guidance at 877-329-0413 (TTY: 711).

Utilization management	
Support provided includes discharge planning.	
Hours of operation during nonholidays: Monday – Friday, 8 a.m. – 5 p.m., Eastern time	866-856-8974 (TTY: 711)
Contact after hours or weekends:	877-329-0413 (TTY: 711)
Escalation contact: Primary	
Elaine Blunt, RN, Associate Director of Utilization Management	813-465-1124 (TTY: 711)
Escalation contact: Secondary	
Debbie Hicks, Director, Health Services	352-769-7295 (TTY: 711)

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP, please call 800-477-6931 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Visit these links for Humana Healthy Horizons in Florida provider directories and administrative guides.