



# Humana Healthy Horizons in Florida Resource Guide

This resource guide provides a list of the departments at Humana Healthy Horizons® in Florida that may be helpful in assisting with coordination and authorization of services that a member may need. Humana Healthy Horizons in Florida also has provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. Humana Healthy Horizons in Florida provides services in all regions (Regions 1–11) and for its members with long-term care coverage. For more information, contact Humana Healthy Horizons in Florida at **800-477-6931 (TTY: 711)**, Monday – Friday, from 8 a.m. – 8 p.m., Eastern time, or visit **[Humana.com/HealthyFL](https://www.humana.com/HealthyFL)**.

## Behavioral health

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

### Access behavioral health: Regions 1 and 2 (Panhandle)

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



## Behavioral health

### Carelon Behavioral Health: regions 3–11 (all areas outside of panhandle)

Email:

**BH\_cm@carelon.com**

Website:

**Carelon Behavioral Health**

Hours of operation during nonholidays:

Monday – Friday, from 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, from 8:30 a.m. – 5 p.m.,  
Eastern time

Phone: **800-229-9880 (TTY: 711)**

Contact after hours or weekends:  
**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

## Dental

### 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

Phone: **850-549-5783**

Miriam Walters, Director, Health Services  
Utilization Management Florida Long-Term Care

Phone: **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

Phone: **754-260-4075 (TTY: 711)**

### Escalation contact: Secondary

Debbie Hicks, Director, Health Services

Phone: **352-769-7295 (TTY: 711)**

## Pharmacy

Support provided includes assistance with prenatal/postpartum appointments, community resources and individualized member education.

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: Primary

Holly Moreau

Phone: **954-243-1366 (TTY: 711)**

### Escalation contact: Secondary

Melissa Perraut

Phone: **859-628-9739 (TTY: 711)**

## Subcontracted utilization management services

### Conviva centers

For general inquiries

Contact after hours or weekends

Phone: **855-923-4815**

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 6, 10, 11)

**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

## Subcontracted utilization management services

### Health Network One (HN1) – Therapy Network (regions 6, 10, 11)

#### 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 1, 2, 3, 4, 5, 6, 7, 8, 9 (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

Phone: 561-352-0840 (TTY: 711)

#### Escalation contact: Secondary

Dr. Afrouz Motedaeiny

Phone: 954-478-1568 (TTY: 711)

## Transportation (ModivCare)

ModivCare provides nonemergency transportation home upon discharge.

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 basic life support/advanced life support (BLS/ALS) transport from facility to home

Phone: 877-329-0413 (TTY: 711)

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

#### Escalation contact: Primary

**Managed Medical Assistance (MMA):**  
Jim Kelemen

Phone: 303-531-2544 (TTY: 711)

**LTC:** Stewart Smith

Phone: 502-919-4153 (TTY: 711)

## Utilization management

Support provided includes discharge planning.

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

Phone: **866-856-8974 (TTY: 711)**

Contact after hours or weekends:

Phone: **877-329-0413 (TTY: 711)**

### Escalation contact: Primary

Elaine Blunt, RN, Associate Director of  
Utilization Management

Phone: **813-465-1124 (TTY: 711)**

### Escalation contact: Secondary

Debbie Hicks, Director, Health Services

Phone: **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**.