



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

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

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Updated as of 3/12/2026

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.

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| 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) |
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Escalation contact

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|---|--------------|
| April Evans, Director, Care Management, Florida Long-Term Care | 850-549-5783 |
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| Miriam Walters, Director, Health Services Utilization Management Florida Long- Term Care | 954-329-6241 |
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Perinatal care support (HumanaBeginnings®)

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

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| 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. | Humana's Medicare and Medicaid health service line: 800-322-2758, ext. 1394119 (TTY: 711) |
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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

Contact after hours or weekends:
800-477-6931 (TTY: 711)

Escalation contact: Primary

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| Kat Gorman, Associate Director, HumanaBeginnings | 754-260-4075 (TTY: 711) |
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Escalation contact: Secondary

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| Debbie Hicks, Director, Health Services | 352-769-7295 (TTY: 711) |
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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:

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|--------------|----------------------|
| Kristi Black | Mobile: 904-742-4902 |
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Subcontracted utilization management services

Conviva centers

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| 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

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| 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 |
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Health Network One (HN1) – Therapy Network (Regions D, H, I)

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| 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 |
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Escalation contact: Primary

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|-----------|-----------------------------------|
| Terri Epp | Phone: 954-478-6469 (TTY: 711) |
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Escalation contact: Secondary

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|---------------|-----------------------------------|
| Katie Whitten | Phone: 305-614-0126 (TTY: 711) |
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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

Phone:
866-252-1566 (TTY: 711)

Hours of operation: 24 hours a day, 7 days a week including holidays

Fax:
866-779-5242

Escalation contact: Primary

Managed Medical Assistance (MMA): Theresa Dandy

Email:
tdandy@humana.com

LTC: Stewart Smith

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.

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| Hours of operation during nonholidays: Monday – Friday, 8 a.m. – 5 p.m., Eastern time | 866-856-8974 (TTY: 711) |
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|----------------------------------|-------------------------|
| Contact after hours or weekends: | 877-329-0413 (TTY: 711) |
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Escalation contact: Primary

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|---|-------------------------|
| Elaine Blunt, RN, Associate Director of Utilization Management | 813-465-1124 (TTY: 711) |
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Escalation contact: Secondary

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|---|-------------------------|
| Debbie Hicks, Director, Health Services | 352-769-7295 (TTY: 711) |
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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](#).