



# 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

Authorizations related to behavioral health services, referrals, treatment centers, behavioral health directory

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

Email:

**[abhreferral@lifeviewgroup.org](mailto:abhreferral@lifeviewgroup.org)**

Website:

Access Behavioral Health

**[www.abhfl.org](https://www.abhfl.org)**

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

**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, **or**

**Option 2:** For claims or billing, **or**

**Option 3:** For authorizations or plan benefits, **or**

**Option 4:** For grievances, **or**

**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.

FLHKRX2EN

Updated as of 3/17/2025

## Behavioral health

### Carelon Behavioral Health: Regions 3–11 (All areas outside of Panhandle)

Email:

**BH\_cm@carelon.com**

Website: **www.carelonbehavioralhealth.com**

Hours of operation during nonholidays:

Monday to Friday, from 8 a.m. – 5 p.m.,

Eastern time

**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, or

**Option 2:** For claims status, or

**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, PHP or IOP

**Option 5:** For mental health or substance use  
services authorization for acute inpatient,  
residential, PHP or IOP

### Florida Behavioral Health Impact's Mental Health Resource Directory

OULD/SUD contact person: Kelly Singleman, Manager SW, **941-724-7275**

Connect with mental health and substance use services in your patient's area by visiting **FLMomsMHResources.org**. Search for select services that align with your patient's personal healthcare desires, preferred payment type, and geographic location.

## Case management

**Support provided:** assistance with post-discharge appointments, linking member to community services, education on condition and coordination with treating providers.

Hours of operation during nonholidays:

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

Eastern time

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

Contact after hours or weekends:

**800-477-6931 (TTY: 711)**

### Escalation contact: Primary

Emily Mendes, RN, Associate Director,  
Florida Medicaid Case Management

**954-319-5496 (TTY: 711)**

### Escalation contact: Secondary

Debbie Hicks, Director, Health Services

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

April Evans, Director, Care Management  
Florida Long Term Care

**850-549-5783**

Mary Gause, Director, Care Management  
Florida Long Term Care

**813-521-5149**

## Community resources

**Support provided:** Provides referrals for members to solve social needs related to social determinants of health, including but not limited to:

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

Hours of operation during nonholidays:  
Monday to Friday, from 8 a.m. – 4:30 p.m.,  
Eastern time

**813-392-5303 (TTY: 711)**

### Other

Website Community Resources

**[Humana.FindHelp.com](https://www.humana.com/findhelp)**

### Escalation contact: Primary

Theresa Martlock

**727-247-6928 (TTY: 711)**

### Other

24-hour nurse line

**800-530-1446 (TTY: 711)**

## Perinatal care support (HumanaBeginnings)

**Support provided:** support 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: **[Humana.com/FloridaMoms](https://www.humana.com/FloridaMoms)**

Hours of operation during nonholidays:  
Monday to Friday, from 8:30 a.m. – 5 p.m.,  
Eastern time

**800-322-2758 ext. 1394119 (TTY: 711)**

**Option 2:** If you know party's extension

**Option 3:** If you do not know party's extension

Contact after hours or weekends:

**800-477-6931 (TTY: 711)**

Follow voice-activated prompts

### 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 go to [go.covermyeds.com/Humana](https://go.covermyeds.com/Humana).

Hours of operation during non-holidays:  
Sunday to Saturday, from 8 a.m. - 8 p.m.,  
Eastern time

**800-865-8715 (TTY: 711)**

Pharmacy prior authorization:

**800-555-CLIN (TTY: 711)**

Follow voice-activated prompts or go to [go.covermyeds.com/Humana](https://go.covermyeds.com/Humana).

### Escalation contact: Primary

Holly Moreau

**954-438-2645 (TTY: 711)**

### Escalation contact: Secondary

Melissa Perraut

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

## Subcontracted utilization management services

### Conviva centers

Contact after hours or weekends:

**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

Fax requests to:

**Option 3:** To leave a peer-to-peer voicemail (available 24 hours, 7 days a week)

**866-260-5742**

### Escalation contact:

For expedited requests

**866-294-4940 (TTY: 711)**

### Utilization management

Pat Lau

**260-452-0153 (TTY: 711)**

Prior authorization requests and updates

**877-779-9277 (TTY: 711)**

**Then follow these prompts:**

**Option 2:** For new referrals

**Option 3:** To request a peer-to-peer

## Subcontracted utilization management services

### Health Network One (HN1) (Regions 6, 10, 11)

**Contact after hours or weekends:****888-550-8800 (TTY: 711)****Special instructions for after hours****Then follow these prompts:****or weekends:** Follow the HN1 message instructions to be connected to the on-call utilization management supervisor**Option 1:** For primary care physicians 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

**954-478-6469 (TTY: 711)****Escalation contact: Secondary**

Katie Whitten

**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**.

Our regular business office hours are Monday through Friday, 8:00 a.m. – 5:00 p.m., Eastern time.

### Premier Eye Care - Regions 1, 2, 3, 4, 5, 6, 7, 8, 9 (excluding Palm Beach)

**Special instructions for after hours or weekends:**

No authorizations required for emergency care, after-hours care, or weekend services. Emergency care, whether after hours or weekend, does not require authorization

**Escalation contact: Primary**

Dr. Michael Hecht

**561-352-0840 (TTY: 711)****Escalation contact: Secondary**

Dr. Afrouz Motedaeiny

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

## Transportation (ModivCare)

### ModivCare: Non-emergency transportation home upon discharge

For members who have managed medical assistance coverage through us:	<b>866-779-0565 (TTY: 711)</b> Follow voice-activated prompts
For members who have long-term care coverage through us:	<b>877-564-0571 (TTY: 711)</b> Follow voice-activated prompts
<b>For BLS/ALS transport from facility to home:</b>	<b>877-329-0413 (TTY: 711)</b>
Hours of operation during nonholidays: Monday to Friday, from 8 a.m. – 5 p.m., Eastern time	
For members who have managed medical assistance coverage through us:	<b>866-779-0565 (TTY: 711)</b>
For members who have long-term care coverage through us:	<b>877-564-0571 (TTY: 711)</b>

### Escalation contact: Primary

<b>MMA:</b> Jim Kelemen	<b>502-302-3938 (TTY: 711)</b>
<b>LTC:</b> Stewart Smith	<b>502-580-0793 (TTY: 711)</b>

### Escalation contact: Secondary

<b>MMA:</b> Jim Kelemen	<b>502-302-3938 (TTY: 711)</b>
<b>LTC:</b> Stewart Smith	<b>502-580-0793 (TTY: 711)</b>

## Utilization management

### Support provided: discharge planning

Hours of operation during nonholidays: Monday to Friday, from 8 a.m. – 5 p.m., Eastern time	<b>866-856-8974 (TTY: 711)</b>
Contact after hours or weekends:	<b>877-329-0413 (TTY: 711)</b>

### Escalation contact: Primary

Elaine Blunt, RN, Associate Director of Utilization Management	<b>813-465-1124 (TTY: 711)</b>
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### Escalation contact: Secondary

Debbie Hicks, Director, Health Services	<b>352-769-7295 (TTY: 711)</b>
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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, from 8 a.m. – 8 p.m., Eastern time.

Humana Healthy Horizons in Florida **Provider Directories** and **Administrative Guides**