



# Humana Healthy Horizons in Florida

## Managed Medical Assistance

### Serious mental illness quick guide

#### Specialty plan promotes coordinated care

Humana Healthy Horizons® in Florida offers a serious mental illness (SMI) specialty plan that promotes a coordinated approach to members' care. Eligible members have diagnoses that fall under the following categories:

- Psychotic disorders
- Bipolar disorders
- Mood disorders

Members with other mental health disorders may qualify. Check with your Provider Relations representative for details.

Copayments for SMI-base benefits for members 21 years and older are waived as an expanded benefit.

Humana Healthy Horizons requires in-network healthcare providers to provide care for members with SMI in accordance with the most recent clinical practice guidelines for the treatment of these conditions. Primary care providers (PCPs) should use approved assessment instruments for treatment of specialty conditions including SMI. See the Humana provider website at [provider.humana.com](https://provider.humana.com) for additional information about approved assessment instruments.

Accurate medical coding ensures SMI patients receive the correct diagnosis, subsequent treatment, and proper provider claim reimbursement. Subsequent member clinical and quality data recorded via encounters submitted to the Florida Agency for Health Care Administration (AHCA) ensure there is appropriate funding for the member's care.

Please see our [https://assets.humana.com/is/content/humana/FL\\_Medicaid\\_SMI\\_designation\\_flyerpdf](https://assets.humana.com/is/content/humana/FL_Medicaid_SMI_designation_flyerpdf) for insights on the importance and recommendations for proper coding.

#### Nonbehavioral health provider SMI education and support

Integrating behavioral healthcare with physical health is considered an effective strategy for improving outcomes for individuals with mental or behavioral health conditions. Please refer to the Humana Healthy Horizons [https://assets.humana.com/is/content/humana/BH\\_Integration\\_Initiativepdf](https://assets.humana.com/is/content/humana/BH_Integration_Initiativepdf) for more information.

- [https://assets.humana.com/is/content/humana/FL\\_MAT\\_Prescriber\\_Mentoring\\_Program\\_Flyerpdf](https://assets.humana.com/is/content/humana/FL_MAT_Prescriber_Mentoring_Program_Flyerpdf)
- [https://assets.humana.com/is/content/humana/FL\\_Reliaspdf](https://assets.humana.com/is/content/humana/FL_Reliaspdf)
- Behavioral health provider consultation
- Region A providers should contact Access Behavioral Health  
Call: **866-477-6725**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time, or  
email: [ABHinfo@lifeviewgroup.com](mailto:ABHinfo@lifeviewgroup.com)

## Humana Healthy Horizons® in Florida

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

### Nonbehavioral health provider SMI education and support

- Regions B–I, please contact Carelon Behavioral Health  
Call: **844-265-7590**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time, or  
email: **BH\_CM@carelon.com**

Pediatric healthcare providers please see below:

- Humana supports the Florida Pediatric Mental Health Collaborative (FPMHC) mission by collaborating with various behavioral health hubs (BHHs) across the state.
- Interprofessional consultation between PCPs and psychiatrists
- Education and skill building via technical assistance in coordination of mental and medical healthcare
- Case management support for referring people to community-based services
- Training for providers in mental healthcare
- Please call the Florida Behavioral Health Collaborative Pediatric Hotline at **866-487-9507** for coaching experience between child and adolescent psychiatrists and pediatric primary care providers
- To view a list of BHH's and the catchment areas, visit:  
<https://floridabhcenter.org/wp-content/uploads/2024/02/BHHContactList.pdf>

### Primary care and pediatric provider behavioral health integration consult billing

The below codes are billable for primary care and pediatric providers when consulting with mental health providers:

- **99484:** Care management services for behavioral health conditions – At least 20 minutes of clinical staff time, directed by a provider or other qualified healthcare professional, per calendar month.
- **99492:** Initial psychiatric collaborative care management – First 70 minutes in the first calendar month of behavioral healthcare manager activities, in consultation with a psychiatric consultant and directed by the treating provider or other qualified healthcare professional.
- **99493:** Subsequent psychiatric collaborative care management – First 60 minutes in a subsequent month of behavioral healthcare manager activities, in consultation with a psychiatric consultant and directed by the treating physician or other qualified healthcare professional.
- **99494:** Initial or subsequent psychiatric collaborative care management – Each additional 30 minutes in a calendar month of behavioral healthcare manager activities, in consultation with a psychiatric consultant and directed by the treating provider or other qualified healthcare professional (report in conjunction with 99492, 99493).

### Case management/care coordination

Our highly trained team provides coordination and case management support.

Please send emails to the statewide Care Management Referral team:

**FL\_MMA\_CM\_Referrals@humana.com**

Humana Healthy Horizons in Florida clinical: **800-229-9880**, Monday – Friday, 8 a.m. – 5:30 p.m., Eastern time

## Case management/care coordination

### Access Behavioral Health (ABH) – Region A

Referral support: **866-477-6725**, 8 a.m. – 5 p.m., Monday – Friday, Eastern time

Email: **ABHinfo@lifeviewgroup.com**

### Carelon Behavioral Health – Regions B-I

Referral support: **BH\_CM@carelon.com**

## Provider Relations and other helpful contacts

### Provider Relations

Contact your local Provider Relations representative:

- Email: **FLMedicaidPR@humana.com**

### Call centers and website

- Provider/member call center: **800-477-6931**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- Pharmacy call center: **800-555-2546**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time
- Humana Healthy Horizons in Florida website: **Humana.com/HealthyFL**
- Humana Healthy Horizons Provider Resource Guide: **[https://assets.humana.com/is/content/humana/7123%20FL%20PROV%20Resouce%20Guide\\_2025pdf](https://assets.humana.com/is/content/humana/7123%20FL%20PROV%20Resouce%20Guide_2025pdf)**
- Pharmacy website: **Humana.com/FLPharmacy**

## Clinical contacts

- Case management: **800-322-2758**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time
- 24-hour nurse advice line: **800-477-6931**

## Availity provider portal

- Web: **<https://provider.humana.com/working-with-us/self-service-portal>** and **<https://www.availity.com>**
- Phone: **800-282-4548**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

## Claims

### Humana Healthy Horizons – Managed Medical Assistance (MMA)

Humana Claims Office  
P.O. Box 14601  
Lexington, KY 40512

### Humana Healthy Horizons – Long-term care (LTC)

Claims Department  
P.O. Box 14732  
Lexington, KY 40512-4601

Humana Claims Overpayment  
P.O. Box 931655  
Atlanta, GA 31193-1655

## Provider complaints

Humana Healthy Horizons  
Provider Correspondence  
P.O. Box 14601  
Lexington, KY 40512-4601

**800-477-6931**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

## Provider reconsiderations

### Provider Grievances and Appeals

Humana  
Attn: Provider Reconsiderations  
P.O. Box 14546  
Lexington, KY 40521-4546

## Clearinghouse information

The following are some of the many clearinghouses offering services to healthcare providers. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.

- **Availity Essentials—preferred LTC vendor:** [www.Availity.com](http://www.Availity.com) or 800-282-4548, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- **Waystar®/ZirMed®:** [www.zirmed.com](http://www.zirmed.com) or 844-692-9782
- **TriZetto®:** [www.trizetto.com](http://www.trizetto.com) or 800-556-2231
- **The SSI Group:** [www.thessigroup.com](http://www.thessigroup.com) or 800-820-4774

### Humana payer IDs

Fee-for-service claims: 61101  
Encounter claims: 61102

## Humana links

- Find a provider: <https://finder.humana.com/finder/medical?customerId=1>
- Provider homepage: [Humana.com/HealthyFL](http://Humana.com/HealthyFL)
- Member homepage: [Humana.com/HealthyFlorida](http://Humana.com/HealthyFlorida)
- Prior authorization list: <https://provider.humana.com/coverage-claims/prior-authorizations/prior-authorization-lists>
- Expanded benefits: <https://www.humana.com/medicaid/florida-medicare/medicaid-extras/expanded-benefits>

## Provider training and education

Healthcare providers must complete formal training and verify completion of training in the use of evidence-based assessment tools, instruments and techniques for identifying individuals with unmet health needs. The **training and screening tool** is available online. Additional training on topics, including SMI, is available via Relias to help you treat Humana Healthy Horizons members with SMI.

As a provider treating members with SMI, you are required to complete formal training and verify completion of training in the use of evidence-based assessment tools, instruments and techniques for identifying individuals with unmet health needs. To access the training and screening tool, please visit [https://assets.humana.com/is/content/humana/Addressing\\_Social\\_Determinants\\_of\\_Health\\_SDOH\\_physician\\_quick\\_guidepdf](https://assets.humana.com/is/content/humana/Addressing_Social_Determinants_of_Health_SDOH_physician_quick_guidepdf)

## Provider contracting and credentialing

### Provider contracting

Contracting opportunities:

- Email: [requesttojoin@humana.com](mailto:requesttojoin@humana.com)
- Provider updates: Contact your provider contracting representative

### Provider credentialing

- Email questions to: [Credentialinginquiries@humana.com](mailto:Credentialinginquiries@humana.com)

### AHCA provider enrollment

- **Agency Provider Enrollment Policy**
- Provider enrollment website: [https://portal.flmmis.com/flpublic/Provider\\_ProviderServices/Provider\\_Enrollment/tabid/42/desktopdefault/+Default.aspx](https://portal.flmmis.com/flpublic/Provider_ProviderServices/Provider_Enrollment/tabid/42/desktopdefault/+Default.aspx)
- Provider enrollment helpline: **800-289-7799**, option 4, Monday – Friday, 8 a.m. – 5 p.m., Eastern time
- Provider enrollment references and trainings: [https://portal.flmmis.com/FLPublic/Provider\\_ProviderServices/Provider\\_Training/tabId/46/Default.aspx?desktopdefault=%20](https://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Training/tabId/46/Default.aspx?desktopdefault=%20)

## Nonemergency transportation

### Modivcare nonemergency transportation contact information

<b>Modivcare phone number/ reservation line</b>	Phone: <b>866-779-0565</b> , Monday – Friday, 8 a.m. – 5 p.m., Eastern time
<b>Hours of operation</b>	Monday – Friday, 8 a.m. – 5 p.m., Eastern time
<b>Transportation covered</b>	Nonemergency medical transportation: Ambulatory, wheelchair, stretcher van, mass transit.  (Does not include emergency ambulance services)
<b>After-hours</b>	Phone: <b>866-779-0565</b>
<b>Ride assistance</b>	Florida Medicaid Ride Assistance (Where's My Ride?) <b>866-779-0565</b> , 24 hours a day, seven days a week
<b>Reservations</b>	Reservations need to be made at least 72 hours in advance and no more than 30 days prior to the appointment.
<b>Billing</b>	Phone: <b>800-930-9060</b> Email: <a href="mailto:virgina.billingoperations@modivcare.com">virgina.billingoperations@modivcare.com</a>
<b>Escalations</b>	Phone: <b>888-998-7732</b> , Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Access Behavioral Health (ABH) – Region A	
Provider inquires	Phone: <b>866-477-6725</b> Email: <b>bhinfo@lifeviewgroup.org</b>
Referral support	Phone: <b>866-477-6725</b> , 8 a.m. – 5 p.m., Eastern time Email: <b>abhreferral@lifeviewgroup.org</b>
Claims	Phone: <b>850-469-3631</b> Email: <b>abhbilling@lifeviewgroup.org</b>  Access Behavioral Health Attn: Claims 1221 W. Lakeview Ave. Pensacola, FL 32501
Grievances and Appels (G&A)	Provider G&A: <b>ABHQualityDepartment@lifeviewgroup.org</b>
Authorization support	Phone: <b>866-477-6725</b> Email: <b>abhreferral@lifeviewgroup.org</b>
Crisis line	Crisis Line: 988  Mobile Response Team provides 24/7 intervention and support and is available to respond within 60 minutes via telephone triage or in person.  <ul style="list-style-type: none"> <li>• Lakeview Center MRT (<b>866-517-7766</b>) serves Escambia, Santa Rosa, Okaloosa and Walton counties.</li> <li>• Life Management Center MRT (<b>850-522-4485</b>) serves Bay, Calhoun, Gulf, Holmes, Jackson and Washington counties.</li> <li>• Apalachee Center MRT (<b>800-342-0774</b>) serves Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla counties.</li> </ul>
Website/links	<ul style="list-style-type: none"> <li>• <a href="https://abhfl.org/provider-resources/">https://abhfl.org/provider-resources/</a></li> <li>• <a href="https://abhfl.org/wp-content/uploads/2023/04/ABH-Provider-Handbook-d070b2a.pdf">https://abhfl.org/wp-content/uploads/2023/04/ABH-Provider-Handbook-d070b2a.pdf</a></li> <li>• Inpatient hospital admissions and more: (abhfl.org)</li> </ul>
Carelon Behavioral Health – Region B-I	
Provider inquires	Phone: <b>800-397-1630</b> , 8 a.m. – 8 p.m., Eastern time Email: <b>Provider.Relations.FL@carelon.com</b>
Referral support	<b>BH_CM@carelon.com</b>
Claims	Carelon Behavioral Health P.O. Box 1870 Hicksville, NY 11802-1870  <b>844-265-7590</b>

<b>G&amp;A</b>	Carelon Behavioral Health P.O. Box 1872 Hicksville, NY 11802-1872
<b>Authorization support</b>	Contact number on the back of the member's Humana Healthy Horizons ID card
<b>Crisis line information</b>	<b>988</b>
<b>Website/links</b>	<a href="http://www.carelonbehavioralhealth.com/about-us">www.carelonbehavioralhealth.com/about-us</a> <a href="http://www.carelonbehavioralhealth.com/providers/resources">www.carelonbehavioralhealth.com/providers/resources</a> <a href="http://www.carelonbehavioralhealth.com/providers/resources/provider-toolkit">www.carelonbehavioralhealth.com/providers/resources/provider-toolkit</a> <a href="http://www.carelonbehavioralhealth.com/providers/resources/medical-necessity-criteria">www.carelonbehavioralhealth.com/providers/resources/medical-necessity-criteria</a> <a href="http://www.carelonbehavioralhealth.com/providers/resources/clinical-practice-guidelines">www.carelonbehavioralhealth.com/providers/resources/clinical-practice-guidelines</a>