



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-based 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. For additional information about approved assessment instruments, visit the **Humana provider website**.

Accurate medical coding ensures SMI patients receive the correct diagnosis and treatment, and that providers receive proper 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 **Changes to patient designation for serious mental illness flyer** for insights on the importance of 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 **Behavioral health integration initiative booklet (opens a PDF)** for more information. You can also find more information by accessing the following resources:

- **Medication-assisted Treatment Prescriber Mentoring Program**
- **How to access Relias®**
- Behavioral health provider consultation

Humana Healthy Horizons® in Florida

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

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Nonbehavioral health provider SMI education and support

- Region A providers: contact Access Behavioral Health
 - Call: 866-477-6725, Monday – Friday, 8 a.m. – 5 p.m., Central time
 - Email: ABHInfo@lifeviewgroup.org
- Regions B–I providers: contact Carelon Behavioral Health
 - Call: 844-265-7590, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
 - Email: BH_CM@carelon.com

For pediatric healthcare providers, Humana supports the Florida Pediatric Mental Health Collaborative (FPMHC) mission by:

- Collaborating with various behavioral health hubs (BHHs) across the state
- Promoting interprofessional consultation between PCPs and psychiatrists
- Providing technical assistance in coordination of behavioral and medical healthcare for education and skill building
- Supporting case management support to refer members to community-based services
- Training providers on screening and referring members to behavioral health care. Please call the Florida Behavioral Health Collaborative Pediatric Hotline at 866-487-9507 for coaching experience between child and adolescent psychiatrists and pediatric PCPs.

Please visit the [list of BHHs](#) and their catchment areas.

Primary care and pediatric provider behavioral health integration consult billing

The following 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 health care 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 health care manager activities, in consultation with a psychiatric consultant and directed by the treating provider or other qualified healthcare professional
- **99494:** Initial or subsequent psychiatric collaborative care management—each additional 30 minutes in a calendar month of behavioral health care 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 at

FL_MMA_CM_Referrals@humana.com

Call the Humana Healthy Horizons clinical team at **800-229-9880**, Monday – Friday, 8 a.m. – 5:30 p.m., Eastern time.

Case management/care coordination

Access Behavioral Health (ABH) – Region A

- For referral support, call 866-477-6725, Monday – Friday, 8 a.m. – 5 p.m., Central time or email ABHInfo@lifeviewgroup.org.

Carelon Behavioral Health – Regions B-I

- For referral support, email 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 provider website**
- **Humana Healthy Horizons Provider Resource Guide** (opens PDF)
- **Humana Healthy Horizons in Florida Pharmacy Resources website**

Clinical contacts

- For case management, call **800-322-2758**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time.
- Call the 24-hour nurse advice line at **800-477-6931**.

Availity provider portal

- Visit Humana’s **Learn about Availity website**.
- Visit **Availity Essentials™**.
- Call Availity Client Services at 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 40512-4601	Humana Healthy Horizons – Long-term care (LTC) Claims Department P.O. Box 14732 Lexington, KY 40512-4732	Humana Claims Overpayment P.O. Box 931655 Atlanta, GA 31193-1655
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Provider complaints

Humana Healthy Horizons

Provider Correspondence

P.O. Box 14601

Lexington, KY 40512-4601

Call **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; call 800-282-4548, Monday – Friday, 8 a.m. – 8 p.m., Eastern time
- **Waystar®/ZirMed®**; call 844-692-9782
- **TriZetto®**; call 800-556-2231
- **The SSI Group**; call 800-820-4774

Humana payer IDs

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

Humana links

- **Find a provider**
- **Provider homepage**
- **Member homepage**
- **Prior authorization list**
- **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 and instruments and techniques for identifying individuals with unmet health needs. To access the training and screening tool, please visit **Humana's Guide to addressing social determinants of health in patients** (opens PDF). Additional training on topics, including SMI, is available via Relias to help you treat Humana Healthy Horizons members with SMI.

Provider contracting and credentialing

Provider contracting

Contracting opportunities:

- Email **RequestToJoin@humana.com**.
- For provider updates, contact your provider contracting representative.

Provider credentialing

- Email questions to **CredentialingInquiries@humana.com**.

AHCA provider enrollment

- **AHCA Provider Enrollment Policy**
- **Provider enrollment website**
- Provider enrollment helpline: **800-289-7799**, select **option 4**, Monday – Friday, 8 a.m. – 5 p.m., Eastern time
- **Provider enrollment references and training modules**

Nonemergency transportation

Modivcare nonemergency transportation contact information

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

Access Behavioral Health (ABH) – Region A

Provider inquires	Phone: 866-477-6725, Monday – Friday, 8 a.m. – 5 p.m., Central time Email: BHInfo@lifeviewgroup.org
Referral support	Phone: 866-477-6725, Monday – Friday, 8 a.m. – 5 p.m., Central time Email: ABHReferral@lifeviewgroup.org
Claims	Phone: 850-495-3071, Monday – Friday, 8 a.m. – 5 p.m., Central time Email: abhbilling@lifeviewgroup.org Access Behavioral Health Attn: Claims 1221 W. Lakeview Ave. Pensacola, FL 32501
Grievances and Appels	Email: ABHQualityDepartment@lifeviewgroup.org
Authorization support	Phone: 866-477-6725, Monday – Friday, 8 a.m. – 5 p.m., Central time Email: abhreferral@lifeviewgroup.org
Crisis line	Crisis Line: 988 The Mobile Response Team (MRT) 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">• Lakeview Center MRT (866-517-7766) serves Escambia, Okaloosa, Santa Rosa and Walton counties.• Life Management Center MRT (850-522-4485) serves Bay, Calhoun, Gulf, Homes, Jackson and Washington counties.• Apalachee Center MRT (800-342-0774) serves Franklin, Gadsden,• Jefferson, Leon, Liberty, Madison, Taylor and Wakulla counties.

Website/links	<ul style="list-style-type: none"> • Visit Access Behavioral Health: Provider resources & training. • For information about inpatient hospital admissions and more, visit the ABH main provider webpage.
Carelon Behavioral Health – Region B-I	
Provider inquires	Phone: 800-397-1630, Monday – Friday, 8 a.m. – 8 p.m., Eastern time Email: Provider.Relations.FL@carelon.com
Referral support	Email: BH_CM@carelon.com
Claims	Carelon Behavioral Health P.O. Box 1870 Hicksville, NY 11802-1870 Phone: 844-265-7590
Grievances and Appels	Carelon Behavioral Health P.O. Box 1872 Hicksville, NY 11802-1872
Authorization support	Call the number on the back of the member’s Humana Healthy Horizons ID card.
Crisis line information	988
Website/links	Carelon Behavioral Health’s About Us webpage Carelon Behavioral Health Provider resources Carelon Behavioral Health Provider toolkit Carelon Behavioral Health Medical necessity criteria Carelon Behavioral Health Clinical practice guidelines