



# Humana Healthy Horizons in Ohio Frequent Contact Information

## Frequent contact information

Contact description	Contact information	Hours of operation (all times Eastern)
<p><b>Provider services</b></p> <p>Our interactive voice recognition line can help with multiple situations, including:</p> <ul style="list-style-type: none"> <li>• Member eligibility verification</li> <li>• Claim processing</li> <li>• Prior authorization (PA) status inquiries</li> <li>• Care management (acute and chronic conditions)</li> </ul>	877-856-5707	Monday – Friday, 7 a.m. – 8 p.m.
Neonatal intensive care unit (NICU) admissions	855-391-8655	Monday – Friday, 8:30 a.m. – 6 p.m.
<p><b>Medical and behavioral health care management</b></p> <ul style="list-style-type: none"> <li>• Refer members to care management programs</li> <li>• Submit questions or inquiries</li> <li>• Provide documentation</li> </ul>	<a href="mailto:OHMCDCareManagement@humana.com">OHMCDCareManagement@humana.com</a> <a href="mailto:OHMCDCareManagement_BH@humana.com">OHMCDCareManagement_BH@humana.com</a>	Email accounts monitored Monday – Friday, 8 a.m. – 5 p.m.
HumanaBeginnings <sup>®</sup> program referrals	<a href="mailto:OHMCDMaternity@humana.com">OHMCDMaternity@humana.com</a>	Email accounts monitored Monday – Friday, 8 a.m. – 5 p.m.
<p><b>Social determinants of health (SDOH)</b></p> <p>Contact for members who need social</p>	<a href="mailto:OHMCDSDOH@humana.com">OHMCDSDOH@humana.com</a>	Email accounts monitored

<p>support, including:</p> <ul style="list-style-type: none"> <li>• Housing support</li> <li>• Food insecurities support</li> <li>• Utility assistance</li> <li>• Other social needs/community support</li> </ul> <p>For more information on SDOH, please review our Ohio SDOH physician guide at <a href="https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=5377164">https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=5377164</a>.</p>		Monday – Friday, 8 a.m. – 5 p.m.
<p><b>OhioRISE</b></p> <ul style="list-style-type: none"> <li>• Submit program referrals</li> <li>• Submit questions or inquiries</li> <li>• Submit documentation</li> </ul>	<a href="mailto:OHMCDOhioRise@humana.com">OHMCDOhioRise@humana.com</a>	Email accounts monitored Monday – Friday, 8 a.m. – 5 p.m.
<p><b>Gainwell Technologies – single pharmacy benefit manager (SPBM)</b></p> <p>Customer service center</p>	833-491-0344	Monday – Friday 8 a.m. – 8 p.m.
<p><b>Map of Ohio Department of Medicaid (ODM) territories with assigned representatives</b></p> <p>To request a call, contact the provider engagement representative assigned to your region.</p>	<p><a href="https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=4572074">https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=4572074</a></p> <p><a href="mailto:OHMedicaidProviderRelations@humana.com">OHMedicaidProviderRelations@humana.com</a></p>	Monday – Friday, 7 a.m. – 5 p.m.
<b>Fraud, waste and abuse reporting</b>		
Fraud, waste and abuse special investigations unit (SIU)	SIU hotline: 800-614-4126	(24/7 access)
Ethics helpline	877-5-THE-KEY (877-584-3539)	(24/7 access)

## Important addresses

Humana department	Address
Provider disputes	Humana Healthy Horizons in Ohio Attn: Provider Disputes P.O. Box 14601 Lexington, KY 40521-4601
Member grievances and appeals	Humana Healthy Horizons in Ohio P.O. Box 14546 Lexington, KY 40512-4546
Fraud, waste and abuse special investigations unit (SIU)	Humana Special Investigations Unit 1100 Employers Blvd. Green Bay, WI 54344