



Referrals and Authorizations

Referrals

Humana Healthy Horizons® in Louisiana does not require referrals from primary care providers (PCPs) to see specialists in the Humana Healthy Horizons network. Members can self-refer to any participating provider. PCPs do not need to arrange or approve these services for members, as long as the member has not exhausted applicable benefit limits.

Medicaid prior authorization list

Humana requires prior authorization for certain services to facilitate care coordination as well as to confirm services are provided according to Humana Healthy Horizons' clinical coverage policies. To determine prior authorization requirements for Humana Healthy Horizons-covered patients, including those for provider-administered medications, review the preauthorization and notification list (PAL) online at Provider.Humana.com/coverage-claims/prior-authorizations/prior-authorization-lists.

Prior authorization submission

Humana Healthy Horizons should authorize services requiring prior authorization (PA) before the service is delivered. If PA is required and not obtained, the discrepancy may result in a reduction or denial of payment. Authorization is not a guarantee of payment.

Providers can submit PA requests through:

- **Online:** www.availity.com (registration required)
- **Email:** CorporateMedicaidCIT@humana.com
- **Fax:** 1-833-974-0059
- **Phone:** 1-800-448-3810 (TTY: 711), 7 a.m. – 7 p.m., Monday – Friday
- **Mail:** Humana
P.O. Box 14822
Lexington, KY 40512-4822

Humana Healthy Horizons in Louisiana is a Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.