



# Humana Healthy Horizons in Florida HumanaBeginnings Care Management Program Provider Reference Guide

Our HumanaBeginnings® care management program provides your patients with a team of support nurses who have extensive backgrounds in maternal health. Your patients can connect with our nurses throughout their pregnancy for support and education. Our HumanaBeginnings program offers:

- Referrals to community-based programs and resources
- Resources for substance abuse or mental health concerns
- Support for your treatment plans for high-risk patients



See full program details at  
**From pregnancy to parenthood.**

Do you have a new Humana Healthy Horizons® in Florida patient who is pregnant? Please complete and send the **Notification of Pregnancy Form** to HumanaBeginnings using the contact information on the form.

## How to reach HumanaBeginnings

- Phone: **800-322-2758**, ext. **1394119**,  
Monday – Friday, 8:30 a.m. – 5 p.m., Eastern time
- Email: **FL\_MMA\_OB\_Referrals@humana.com**
- Fax: **833-890-2308**

## Behavioral health

Our behavioral health vendors provide coordination of behavioral health services.

### Carelon Behavioral Health

Regions B–I

Phone: **844-265-7590**

Email: **BH\_cm@Carelon.com**

### Access Behavioral Health

Region A

Phone: **866-477-6725**

Fax: **850-469-3597**

Email: **ABHQualityDepartment@lifeviewgroup.org**

## Neonatal abstinence syndrome

Our case managers specialize in neonatal abstinence syndrome management and can assist in the coordination of any needed referrals or services. Please contact the HumanaBeginnings program when any member screens positive during pregnancy.

## Transportation assistance

Free transportation service is available for use to and from medical appointments. Please provide at least two days' notice prior to appointments.

**ModivCare:** All regions

Phone: **866-779-0565**, Monday – Friday,  
8 a.m. – 5 p.m., Eastern time

## Humana Healthy Horizons® in Florida

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

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## Breast pumps

Hospital grade and nonhospital grade breast pumps are a covered benefit for new mothers. Both require submission of an OB-GYN referral to one of the contracted vendors.

Request authorization or referral from Humana Healthy Horizons using either of the following options:

- Call **800-523-0023** and state that the reason for the call is to request authorization or referral for a pregnant Medicaid member.
- Fax your request to **813-321-7220**.

Once you have obtained authorization, contact one of the following vendors prior to the expected due date to ensure delivery by the time the baby is born:

### CCS Medical

Regions A-F

Phone: **877-531-7959**

Fax: **877-448-1710**

### One Homecare Solutions

Regions G-I

Phone: **855-441-6900**

Fax: **855-441-6941**

## Home health services

Our home health vendor can provide coordination of in-home and remote nursing management for the following conditions:

- Diabetes in pregnancy
- Hypertension in pregnancy
- Nausea and vomiting in pregnancy

### Optum

All regions

Phone: **800-950-3963**

Fax: **888-999-0637**

Email: **Clinical.Care.Coordination@Optum.com**

### Trinity OB Solutions

Regions H, I and Palm Beach County

Phone: **305-888-8902**

## Pregnancy services

### • Nuchal translucency measurement

- One ultrasound for nuchal translucency measurement per pregnancy, for members with a high-risk pregnancy

### • Ultrasounds

- Up to three obstetrical ultrasounds per pregnancy
- Up to three transvaginal obstetrical ultrasounds for members with a high-risk pregnancy

See the **Radiology and Nuclear Medicine Services Coverage Policy Details** for more information.

### • Genetic testing coverage

See the **testing fee schedule for coverage details**.

## Circumcision

Circumcisions are covered up to 28 days of age at no cost to the member/parent and no need for medical necessity. Beyond 28 days, coverage will be based on medical necessity.

## Family planning

No prior authorization is required for family planning, including long-acting reversible contraception (LARC). For more information, see our **LARC Coverage with Inpatient Services Billing Guide**.

## Family planning waiver

Women who had Medicaid during pregnancy do not have to apply. They are automatically enrolled for the first year. All women must reapply for the second year of services.

Access the **Family Planning Waiver Application**.

## Doula services

Humana will allow the following services for pregnant managed medical assistance (MMA) members without prior authorization:

- Birth coaching during delivery

- Postpartum care
- Prenatal services



For more information, please see our **Doula Services guidelines.**

## OB-GYN provider reward program

Your practice can earn a payment reward by achieving targeted metrics developed to promote quality care improvements and to recognize OB-GYN providers. The program is for OB-GYN providers who are not participating in the MMA Provider Incentive Program (MPIP) and deliver 20 or more babies with Humana Healthy Horizons per year. For more information, contact your network liaison, quality OB nurse or HumanaBeginnings.

## Humana Healthy Horizons important contact information

### Provider Services

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

### Clinical intake/Prior authorization

Phone: **866-856-8974**  
Fax: **813-321-7220**

### Pharmacy prior authorization

Phone: **800-555-2546**  
Fax: **877-486-2621**  
Website: **Cover My Meds**

### Member Services/24-hour nurse line

Phone: **800-477-6931**

## Other important numbers

Department of Children and Families:  
**866-762-2237**

Medicaid Choice Counseling:  
**877-711-3662**

## Go365 for Humana Healthy Horizons

Pregnant members who enroll in and complete the HumanaBeginnings prenatal or postpartum program can earn the following per pregnancy:

- **\$20 reward** for pregnancy
- **\$15 reward** for visiting their OB-GYN for a prenatal visit during their first trimester or within 42 days of enrolling with the plan
- **\$15 reward** for visiting their OB-GYN for a postpartum visit within 7–84 days after delivery (must be enrolled in the HumanaBeginnings postpartum program)
- Total eligible **reward of \$50**

### To earn rewards, members must:

- Be 13 years of age or older
- Download the Go365 for Humana Healthy Horizons® app on a mobile device
- Create an account to access and engage in the program
- Have their Medicaid ID available

Members can enroll in the HumanaBeginnings program by calling **800-322-2758, ext. 1394119 (TTY: 711)**.



For more information, please visit **Humana Healthy Horizons in Florida Go365.**

## Substance use disorder

The Substance Use Program is a six-month program that offers Humana Healthy Horizons members an incentive to become and remain drug- and/or alcohol-free. Participants can earn:

- **\$15 reward** for enrolling and completing three sessions within three months of the first session
- **\$15 reward** for completing three additional sessions (six sessions total) within six months of enrolling
- **\$20 reward** for active participation in an outpatient program for 28–30 days

### To earn rewards, members must:

- Be 18 years of age or older
- Work with the substance use counselor and complete a minimum of six coaching sessions and outpatient treatment with the intent of becoming and remaining drug- and/or alcohol-free.

Members can enroll in the Substance Use Program by calling **800-229-9880**.



For more information on the Substance Use Program, please email [FL\\_MMA\\_CM\\_Referrals@humana.com](mailto:FL_MMA_CM_Referrals@humana.com).

## Medication-assisted treatment

### What is medication-assisted treatment?

Medication-assisted treatment (MAT) is an evidence-based approach that combines behavioral therapy and medications to treat individuals with substance use disorders.

MAT can reestablish normal brain function, reduce substance cravings and prevent relapse. Among the various benefits, treatment with MAT can lead to improved maternal and fetal outcomes for pregnant or breastfeeding people; a decrease in neonatal opioid withdrawal syndrome, a subset of neonatal abstinence syndrome; and a decrease in illicit opioid use.

### How do I learn more?

The Florida Alcohol and Drug Abuse Association (FADAA) offers an extensive portfolio of activities that includes a variety of MAT training and technical assistance events. FADAA is considered a leading voice in substance use policy and related practice improvement by national, state and local policymakers. FADAA offers a variety of programs and resources, including a peer prescriber mentoring program, which supports the expansion of MAT throughout the state. Peer prescribers are responsible for providing training, support and consultation to other providers who are interested in prescribing MAT.

The training document can be found at **Medical Education Council of Pensacola**.

For more information about MAT, please contact Diana Snyder, Director, Opioid Response Training Project:

- Phone: **850-878-2196, ext. 1018**
- Email: [diana@floridabha.org](mailto:diana@floridabha.org)