

# 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

Do you have a new Humana patient who is pregnant? Please complete the **Notification of Pregnancy form** and fax or email it to HumanaBeginnings using the contact information on the form.

#### How to reach HumanaBeginnings

- Dedicated phone line: **800-322-2758**, ext. **1394119** Monday - Friday, 8:30 a.m. - 5 p.m., Eastern time
- Mailbox:  
**FL\_MMA\_OB\_Referrals@Humana.com**
- Fax number: **833-890-2308**

**Humana**  
Healthy Horizons®  
in Florida

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan Inc.  
FLHL7DJEN0624 LC12035FL0624

#### Behavioral health

Our behavioral health vendors provide coordination of behavioral health services.

##### Carelon Behavioral Health Options:

Regions 3-11

Phone: **844-265-7590**

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

##### Access Behavioral Health: Regions 1-2

Phone: **866-477-6725**

Fax: **850-469-3661**

Email: **ABHQualityDepartment@lifeviewgroup.org**

#### NAS substance abuse

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

#### Substance use disorder

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

- Must be 18 or older

- Members must work with the substance abuse counselor and complete a minimum of six coaching sessions and outpatient treatment with the efforts of becoming and remaining drug- and/or alcohol-free

Phone: **800-229-9880**

Email: **FL\_MMA\_CM\_Referrals@Humana.com**

## 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

## Breast Pumps

Hospital grade and non-hospital 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 an authorization or referral from Humana using either of the following options:

- Call **800-523-0023**. 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 an 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 1–8**

Phone: **877-531-7959**

Fax: **877-448-1710**

**One Homecare Solutions: Regions 9–11**

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
- History of preterm birth
- Hypertension in pregnancy
- Nausea and vomiting of pregnancy

**Optum:**

Phone: **800-950-3963**

Fax: **678-355-4052**

Email:

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

## Pregnancy Services

- **Nuchal Translucency Measurement**
  - One ultrasound for nuchal translucency measurement per pregnancy, for recipients with a high-risk pregnancy
- **Ultrasounds**
  - Up to three obstetrical ultrasounds per pregnancy
  - Up to three transvaginal obstetrical ultrasounds for recipients with a high-risk pregnancy
  - US Coverage **Details**
- **Genetic Testing Coverage**
  - **Testing Fee Schedule**

## Circumcision

Circumcisions are covered up to 12 weeks of age at no cost to the member/parent and no need for medical necessity. Beyond 12 weeks, coverage will be based upon 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 application

## Nutrition counseling

As part of Humana benefits, members are eligible for nutrition counseling sessions.

### Independent Living Systems (ILS):

#### All Regions

Phone: **844-212-7523**

Fax: **305-779-3726**

Email: **Nutrition@ILSHealth.com**

## Doula services

Humana will allow the following services for pregnant MMA members without prior authorization:

- Birth coaching during delivery
- Postpartum care
- Prenatal services

For more information, please see our **Doula Services Guidelines**

## OB 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 30 or more babies with Humana per year. For more information, contact your network liaison, quality OB nurse or HumanaBeginnings.

## Humana Important Contact Information

### Humana Provider Services

Phone: **800-477-6931**

### Humana Clinical Intake/Prior Authorization

Phone: **866-856-8974**

Fax: **813-321-7220**

### Humana Pharmacy Prior Authorization

Phone: **800-555-2546**

Fax: **877-486-2621**

Website: **CoverMyMeds.com**

### Humana Member Services/24-hour Nurse Line

Phone: **800-477-6931**

## Other Important Numbers

DCF: **866-762-2237**

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

## Go365 for Humana Healthy Horizons

Eligible members who enroll in the HumanaBeginnings prenatal or postpartum program can earn:

- **\$10 reward** when they enroll in the program
- **\$20 reward** to visit their OB-GYN for a prenatal visit during their first trimester or within 42 days of enrolling with the plan (must be enrolled in HumanaBeginnings Prenatal Program)
- **\$20 reward** for visiting their OB-GYN for a postpartum visit within 60 days after delivery (must be enrolled in HumanaBeginnings Postpartum Program)
- Total eligible **reward of \$50**

### To earn rewards, members must:

- Be 18 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

For more information on Go365® for Humana Healthy Horizons, please visit

**Humana.com/FloridaGo365.**