



Network Notification – Humana Healthy Horizons in Louisiana

**Notice date:** June 15, 2023  
**To:** Humana Healthy Horizons® in Louisiana Provider Network  
**From:** Humana Healthy Horizons in Louisiana  
**Subject:** Resolution of Claims Payment Issues for Transportation Providers

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The Louisiana Department of Health (LDH), on March 7, 2023, revised [informational bulletin 21-02](#) outlining options available to transportation providers when pursuing claims payment issue resolution.

For issues related to non-emergency transportation claims with Humana Healthy Horizons® in Louisiana, email MediTrans at [Billing@MediTrans.com](mailto:Billing@MediTrans.com).

To submit an appeal:

- Email [Appeals@meditrans.com](mailto:Appeals@meditrans.com), or
- Send via mail to:

MediTrans  
ATTN: Billing  
102 Asma Blvd., Suite 200  
Lafayette, LA 70508

For escalations, email [Providers@meditrans.com](mailto:Providers@meditrans.com), and include “Appeal Escalation” as your Subject Line.

To submit an escalation to Humana Healthy Horizons in Louisiana:

- Call **800-448-3810**, or
- Email [humanahealthyhorizonslouisiana@humana.com](mailto:humanahealthyhorizonslouisiana@humana.com), or
- Send via mail to:

Humana Healthy Horizons in Louisiana  
1 Galleria Blvd., Suite 1000  
Metairie, LA 70001

Humana Healthy Horizons in Louisiana management and executive level contacts for transportation issues:

**Cathy Burns, Director, Provider Engagement**  
[CBurns25@humana.com](mailto:CBurns25@humana.com)

**Tish Anderson, Chief Operating Officer**  
[LAnderson55@humana.com](mailto:LAnderson55@humana.com)

You can find a full list of [LDH informational bulletins](#) on its [Provider & Plan Resources webpage](#).