

Humana Healthy Horizons in Kentucky HumanaBeginnings Care Management Program Provider Reference Guide

When one of your patients with coverage through Humana Healthy Horizons® in Kentucky is pregnant, please complete a **Notification of Pregnancy form** and return it to us using the contact information on the form.

Humana Healthy Horizons in Kentucky HumanaBeginnings™ care management program will contact your patient and let her know about HumanaBeginnings. This program provides expectant and new moms with a team of support nurses and social workers who:

- Have an extensive background in maternal health
- Can provide:
 - Referrals to community-based programs and resources
 - Resources for substance abuse or mental health concerns
 - Support and education during and after a pregnancy
 - Support for your treatment plan, for patients with high-risk pregnancies

We are committed to improving timeliness of prenatal care and adherence to postpartum and well-child care. Please contact HumanaBeginnings care management program if your patient stops attending prenatal visits. We may be able to help.

Humana Healthy Horizons in Kentucky HumanaBeginnings care management program

- Email: **KYMCDDHumanaBeginnings@humana.com**
- Phone: **888-285-1121 (TTY: 711)**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time
- Fax: **833-939-1317**



Humana Healthy Horizons in Kentucky is a Medicaid product of Humana Health Plan, Inc.
LC12011KY621 (HUMP12011)

Please refer to the following list of resources available to enrollees:

Behavioral health

Our behavioral health vendors can coordinate services for members who need mental health care and/or substance use intervention(s). The American College of Obstetricians and Gynecologists (ACOG) recommends screening for substance use early in pregnancy and at the first prenatal visit, as part of comprehensive obstetric care.

We partner with StrongWell to provide additional support to enrollees who have substance use disorder(s). To refer a patient to StrongWell:

- Phone: **888-339-9404**
- **Connect with StrongWell Online**

Breast pumps

Breast pumps are a covered benefit for new mothers. Eligible enrollees can get a free breast pump after their OB-GYN submits orders to a durable medical equipment provider.

Doula services

Enrollees can receive doula assistance for emotional and physical support during and after pregnancy. Covered assistance includes two prenatal visits, two postpartum visits, and one visit for delivery assistance.

Free portable crib

Enrollees who participate in HumanaBeginnings care management program and attend six prenatal visits will earn a free portable crib.

Go365 for Humana Healthy Horizons

Go365 for Humana Healthy Horizons® is a wellness program that offers rewards to enrollees who take healthy actions. For HumanaBeginnings enrollees, these actions include having prenatal, postpartum and well-child visits.

Visit **[Humana.com/KentuckyGo365](https://www.humana.com/KentuckyGo365)** for more information about this program.

Post-discharge meals

We coordinate the delivery of meals to enrollees' homes after delivery.

Transportation

We cover transportation for enrollees:

- During emergencies
- For non-emergency, non-ambulatory stretcher services

Kentucky Medicaid may pay for transportation for non-emergency medical care. Enrollees can call **888-941-7433** to get help from the closest transportation service.

Community connections

The HumanaBeginnings care management team coordinates with our social determinants of health team to help address health disparities and barriers to transportation and other resources. We can connect enrollees to appropriate community resources, such as organizations that provide supplies for newborns and infants.

Other important numbers

Enrollee services

800-444-9137 (TTY: 711) Monday – Friday, 7 a.m. – 7 p.m., Eastern time

Care management

888-285-1121 (TTY: 711) Monday – Friday, 8 a.m. – 6 p.m., Eastern time

Prior authorization intake team

888-285-1114 (TTY: 711) Monday – Friday, 8 a.m. – 8 p.m., Eastern time

HumanaFirst® Nurse Advice Line

800-648-8097 (TTY: 711) Available 24 hours a day, seven days a week

Behavioral health crisis line

833-801-7355 (TTY: 711) Available 24 hours a day, seven days a week

Dental

Avesis: **888-459-0791 (TTY: 711)**

Vision

Avesis: **888-740-4441 (TTY: 711)**

Neonatal intensive care unit (NICU)

855-391-8655 (TTY: 711) Monday – Friday, 8 a.m. – 6 p.m., Eastern time

Transplant

866-421-5663 (TTY: 711)