

# Medical and behavioral health provider relations representatives

April 1, 2024

## Claim inquiry resolution

For resolution of Medicaid behavioral health and medical-related claims issues, please call Provider Services first at **800-444-9137** to obtain a call reference number.

If your claim(s) inquiry is not resolved, please email **KYMCDARR@humana.com**, copying your **provider relations representative**, with the following information:

- A description of your inquiry
- The call reference number (only one per inquiry)
- This **claims submission form** filled in with your claim examples

If you have a large volume of claims for the same issue, you need only provide a few examples. Humana Healthy Horizons® pulls a report to capture all affected claims.

## Provider relations inquiries

Please email **KYMCDARR@humana.com** for assistance with inquiries and other requests including, but not limited to:

- Your assigned Provider Relations representative
- Policy and procedures
- Group roster requests
- Orientation and training
- Onsite visits and virtual meetings
- Network notices and communications

## Humana Healthy Horizons® in Kentucky

Humana Healthy Horizons in Kentucky is a Medicaid product of Humana Health Plan Inc.

98803KY00424

HUMP98803

**Provider Relations Associate Director**  
**Pamela Trigilio**

Email: **PTrigilio@humana.com**

Phone: **502-794-5204**

**Provider Relations Manager**  
**Chris Burchett**

Email: **CBurchett1@humana.com**

Phone: **606-341-0131**

## Provider relations facility representatives

**Baptist Healthcare, CHI St. Joseph, University of Louisville, Rivendell, Lincoln Trail, Cumberland Hall, Eastern/Western/Central state hospitals, plus facilities in West Region**

Representative: Kelly Dockter Dean

Email: **MDockterdean1@humana.com**

Phone: **502-494-9639**

**Norton Healthcare, University of Kentucky HealthCare, St. Elizabeth Healthcare, Cincinnati Children's Hospital Medical Center, Lifepoint facilities, The Ridge, The Brook Dupont & KMI, plus facilities in East Region**

Representative: April Lovins

Email: **ALovins1@humana.com**

Phone: **606-303-4429**

## Provider-specific assignments

**Kentucky Health Departments**

Representative: Stacy Tooley

Email: **STooley1@humana.com**

Phone: **502-595-9858**

### **Baptist Health physicians**

Representative: Jeremy Lucas  
Email: [JLucas13@humana.com](mailto:JLucas13@humana.com)  
Phone: 502-492-8961

### **St. Elizabeth physicians and Cincinnati Children's physicians**

Representative: Chris Whitlock  
Email: [CWhitlock@humana.com](mailto:CWhitlock@humana.com)  
Phone: 502-504-7223

### **Norton physicians**

Representative: Sharica Brackens  
Email: [SBrackens1@humana.com](mailto:SBrackens1@humana.com)  
Phone: 502-716-0170

### **KPCA, APCP, Mountain Comprehensive Care, New Vista, North Key, Pathways and Seven Counties**

Representative: Darryl VanCleave  
Email: [DVancleave2@humana.com](mailto:DVancleave2@humana.com)  
Phone: 502-539-9235

### **Prescribed pediatric extended care (PPECs)**

#### **Kidz Club—all locations (Bowling Green, Dixie, Erlanger, Lexington, Neighborhood House, Preston)**

Representative: Stacy Tooley  
Email: [STooley1@humana.com](mailto:STooley1@humana.com)  
Phone: 502-595-9858

#### **Redwood School and Rehabilitation Center**

Representative: Kelly Dockter Dean  
Email: [MDockterdean1@humana.com](mailto:MDockterdean1@humana.com)  
Phone: 502-494-9639

#### **The Lily Pad at Easter Seals**

Representative: Kelly Dockter Dean  
Email: [MDockterdean1@humana.com](mailto:MDockterdean1@humana.com)  
Phone: 502-494-9639

#### **Masonic Homes of Kentucky Pediatric Day Care/ Sproutlings Pediatric Day Care**

Representative: Sharica Brackens  
Email: [SBrackens1@humana.com](mailto:SBrackens1@humana.com)  
Phone: 502-716-0170

### **Orchid House**

Representative: Sharica Brackens  
Email: [SBrackens1@humana.com](mailto:SBrackens1@humana.com)  
Phone: 502-716-0170

### **Ancillary providers**

**Please note:** Ancillary providers not listed below fall into county assignments.

#### **Durable medical equipment, hospice, dialysis and doula**

Representative: Kelly Dockter Dean  
Email: [MDockterdean1@humana.com](mailto:MDockterdean1@humana.com)  
Phone: 502-494-9639

#### **All infusion, home health and skilled nursing**

Representative: April Lovins  
Email: [ALovins1@humana.com](mailto:ALovins1@humana.com)  
Phone: 606-303-4429

#### **Independent Labs**

Representative: Sharica Brackens  
Email: [SBrackens1@humana.com](mailto:SBrackens1@humana.com)  
Phone: 502-716-0170

### **County-specific physician representative assignments**

#### **Sharica Brackens**

Email: [SBrackens1@humana.com](mailto:SBrackens1@humana.com)  
Phone: 502-716-0170  
Counties: Carroll, Gallatin, Henry, Jefferson, Oldham and Trimble

#### **Chris Whitlock**

Email: [CWhitlock@humana.com](mailto:CWhitlock@humana.com)  
Phone: 502-504-7223  
Counties: Boone, Bourbon, Bracken, Campbell, Fayette, Grant, Harrison, Jessamine, Kenton, Nicholas, Owen, Pendleton, Robertson and Scott

**Jeremy O'Connor**

Email: [JOconnor4@humana.com](mailto:JOconnor4@humana.com)

Phone: 502-504-3754

Counties: Bath, Bell, Boyd, Breathitt, Carter, Clark, Clay, Elliott, Estill, Fleming, Floyd, Garrard, Greenup, Harlan, Jackson, Johnson, Knott, Knox, Lawrence, Lee, Leslie, Letcher, Lewis, Magoffin, Martin, Mason, Menifee, Montgomery, Morgan, Owsley, Perry, Pike, Powell, Rockcastle, Rowan and Wolfe

**Stacy Tooley**

Email: [STooley1@humana.com](mailto:STooley1@humana.com)

Phone: 502-595-9858

Counties: Adair, Boyle, Casey, Clinton, Cumberland, Greene, Laurel, Lincoln, Madison, Marion, McCreary, Mercer, Metcalf, Monroe, Pulaski, Russell, Taylor, Washington, Wayne and Whitley

**Jeremy Lucas**

Email: [JLucas13@humana.com](mailto:JLucas13@humana.com)

Phone: 502-492-8961

Counties: Anderson, Barren, Bullitt, Edmonson, Franklin, Hardin, Hart, Larue, Nelson, Shelby, Spencer, Warren and Woodford

**Jay Soto**

Email: [JSoto22@humana.com](mailto:JSoto22@humana.com)

Phone: 270-321-9365

Counties: Allen, Breckinridge, Butler, Caldwell, Christian, Grayson, Hancock, Logan, Lyon, Meade, Muhlenberg, Ohio, Simpson, Todd and Trigg

**Devan Knott**

Email: [DKnott1@humana.com](mailto:DKnott1@humana.com)

Phone: 270-231-5628

Counties: Ballard, Calloway, Carlisle, Crittendon, Daviess, Fulton, Graves, Henderson, Hickman, Hopkins, Livingston, Marshall, McCracken, McLean, Union and Webster

**Community mental health centers****Communicare, Four Rivers, Pennyroyal Center, and Lifeskills**

Representative: Jeremy Lucas

Email: [JLucas13@humana.com](mailto:JLucas13@humana.com)

Phone: 502-492-8961

**Adanta and Cumberland River**

Representative: Stacy Tooley

Email: [STooley1@humana.com](mailto:STooley1@humana.com)

Phone: 502-595-9858

**Comprehend**

Representative: Chris Whitlock

Email: [CWhitlock@humana.com](mailto:CWhitlock@humana.com)

Phone: 502-504-7223

**River Valley**

Representative: Jay Soto

Email: [JSoto22@humana.com](mailto:JSoto22@humana.com)

Phone: 270-321-9365

**North Key, Seven Counties, Pathway, Mountain Comp Care and New Vista**

Representative: Darryl VanCleave

Email: [DVancleave2@humana.com](mailto:DVancleave2@humana.com)

Phone: 502-539-9235

**Kentucky River**

Representative: Jeremy O'Connor

Email: [JOconnor4@humana.com](mailto:JOconnor4@humana.com)

Phone: 502-504-3754