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In this issue:

- Integrate physical and behavioral health to benefit your patients
- Coordinated planning in behavioral health discharges results in lower readmission rates
- Observation stays up to 48 hours don't require prior authorization; find out more about our clinical criteria policies resources
- Louisiana Medicaid discontinuing single pharmacy benefit manager; update takes effect Oct. 1, 2025
- Find Humana-specific training via the Humana Learning Center on Availity Essentials
- Provider award program celebrates excellence in healthcare

Humana
Healthy Horizons®
in Louisiana

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Integrate physical and behavioral health to benefit your patients

The integration of physical health (PH) assessments into behavioral health (BH) practices is essential for delivering comprehensive healthcare. This approach acknowledges the profound connection between physical and mental health, recognizing that a patient's overall well-being is influenced by both domains.

Research demonstrates that individuals with chronic physical health conditions, such as diabetes or heart disease, often face higher rates of mental health issues, including depression and anxiety. Conversely, mental health disorders can exacerbate physical health problems due to neglect of self-care and unhealthy lifestyle choices.

By integrating PH assessments into BH practices, providers can make more accurate diagnoses and effective treatment plans. This approach fosters comprehensive care, enabling healthcare providers to consider all aspects of a patient's health. It also can lead to improved health outcomes, as simultaneous management of physical and mental health issues often results in better overall patient care. Additionally, integrated practices can enhance patient engagement, as patients may feel more supported and understood when their healthcare providers address both their physical and mental health needs.

Implementing this integration requires training for BH professionals in conducting PH assessments and establishing collaborative care models that facilitate teamwork among various healthcare providers. By prioritizing the integration of PH assessments into BH practices, healthcare systems can significantly improve the quality of care provided to patients.

In conclusion, recognizing and addressing the interrelationship between physical and behavioral health is vital for enhancing patient outcomes and fostering a more holistic approach to healthcare.



Coordinated planning in behavioral health discharges results in lower readmission rates

Discharge planning is a critical component in the delivery of behavioral health services, positively influencing patient outcomes and continuity of care. Prioritizing discharge planning is essential to promote positive patient outcomes and enhance the quality of behavioral health services.

Effective discharge planning ensures that individuals transitioning from inpatient settings to community-based care receive necessary support, resources and follow-up services to maintain their recovery and well-being.

One of the primary benefits of discharge planning is reduced hospital readmission rates.¹

By identifying potential challenges and coordinating care prior to discharge, healthcare providers can address issues such as medication management, follow-up appointments, and community resources. This proactive approach not only enhances patient safety but also fosters a sense of stability and confidence as individuals reintegrate into their daily lives.

Discharge planning also promotes individualized care by tailoring the transition process to meet the specific needs of each patient. Involving multidisciplinary teams, including psychiatrists, social workers and case managers, ensures that various aspects of a patient's health are considered, improving overall patient satisfaction.

Further, comprehensive discharge planning facilitates communication between healthcare providers and community resources. Establishing connections with outpatient services, support groups and housing programs can empower patients and their families, equipping them with the tools necessary for successful recovery.

In conclusion, the significance of discharge planning in behavioral health services cannot be overstated. It plays a pivotal role in reducing readmissions, personalizing care, and fostering a collaborative approach to recovery.



Observation stays up to 48 hours don't require prior authorization; find out more about our clinical criteria policies resources

Observation stays up to 48 hours do not require prior authorization. If an observation stay is expected to exceed 48 hours, prior authorization for the timeframe in addition to the initial 48 hours is required.

Providers may ask for prior authorization for a service in the following ways:

- Through the **Availity Essentials™ website**
- By email: **CorporateMedicaidCIT@humana.com**
- By fax: **1-833-974-0059**
- By phone: **1-800-448-3810**, Monday – Friday, 7 a.m. – 7 p.m.
- Mailing request to:
Humana
P.O. Box 14822
Lexington, KY 40512-4822

Providers can get clinical criteria policies used in making decisions on prior authorization requests by:

- Visiting our **clinical coverage policies website**
- Emailing a request to **LAMCDCriteriaRequest@humana.com**

Clinical criteria policies are given to the requesting provider within 24 hours.



Louisiana Medicaid discontinuing single pharmacy benefit manager; update takes effect Oct. 1, 2025

On Oct. 1, 2025, Healthy Louisiana will discontinue its single pharmacy benefit manager (PBM) for Medicaid health plans, and pharmacy benefits for each Medicaid health plan will be managed by health plan-related PBMs. The Louisiana Department of Health, the Medicaid health plans, and all involved PBMs are working to ensure a smooth transition for both members and pharmacies.

- Before Oct. 1, 2025, continue to operate as normal with Prime Therapeutics as the single PBM.
- Prior authorizations: Existing prior authorizations will be transferred to the new PBMs and will continue to be honored.
- Networks: Confirm your pharmacy's network status with each PBM listed below.
- New ID cards: All affected Medicaid enrollees will be mailed new health plan ID cards containing updated PBM details. During the transition, some Medicaid enrollees may present ID cards with incorrect PBM details. You can refer below for the correct information.
- Fee-for-service: Medicaid enrollees covered under the fee-for-service program are not affected by this transition.

To help you in the transition, please use the following information regarding Humana Healthy Horizons in Louisiana's PBM, Humana Pharmacy Solutions:

- RxBin: 610649
- RxPCN: 03191502
- Rx Group: LAM01
- Humana Healthy Horizons in Louisiana member assistance: **1-800-448-3810**
- Humana Pharmacy Solutions: **1-833-252-1677**

For retail pharmacy authorization requests, call **1-800-555-2546** or fax **1-877-486-2621**.

Other health plans affected by this change are Aetna Better Health of Louisiana, AmeriHealth Caritas Louisiana, Healthy Blue, Louisiana Healthcare Connections and UnitedHealthcare Community Plan.



Find Humana-specific training via the Humana Learning Center on Availity Essentials

The Humana Learning Center on **Availity Essentials** is an innovative learning management system for Humana's provider training materials. This centralized platform consolidates training resources and compliance education, making it an essential tool for providers looking to enhance their knowledge and operational efficiency.

Key benefits:

- Comprehensive training offerings: The Humana Learning Center features compliance training for Medicare and Medicaid, along with various Humana-specific training modules. Over time, Humana will add additional provider training materials, streamline access and reduce time spent navigating multiple platforms.
- User-friendly interface: Designed to be intuitive, the Humana Learning Center improves the provider experience by offering a straightforward approach to access training materials.
- Enhanced provider experience: By consolidating training resources, providers can easily find and complete necessary training, which can lead to improved service delivery and patient care.
- Increased security: With rising cyber threats in the healthcare industry, the Humana Learning Center employs robust security measures to protect training content, allowing for secure access to essential resources without restrictions.
- Streamlined administration: The Humana Learning Center facilitates simplified compliance reporting and attestation processes, providing administrators and providers with efficient tools to manage their training needs.

Training materials available as of July 1, 2025:

- Medicare compliance training
- Medicaid compliance training
- Humana-specific Availity Essentials training

Check back often as more training modules are added.

Accessing the Humana Learning Center

Providers can easily access the Humana Learning Center by logging into **Availity Essentials**, navigating to Payer Spaces and selecting Humana, followed by the Humana Learning Center. **Register for Availity Essentials here.**

A significant advancement in provider training and compliance education

The Humana Learning Center on Availity Essentials represents a significant advancement in provider training and compliance education. By centralizing resources and enhancing security, the Humana Learning Center improves the training experience and supports Humana's commitment to delivering exceptional care and service to its provider network.

Learn more about Availity Essentials webinars and resources on our **provider web-based training and resources website**.



The Provider Relations team is here to assist you

Our dedicated regional Provider Relations representatives can assist with:

- On-site visits
- Provider education and training
- Unresolved escalated issues

Provider services assistance is available by phone and email. Call **1-800-448-3810** (TTY: 711), Monday – Friday, 7 a.m. – 7 p.m., or email **LAMedicaidProviderRelations@humana.com**.



Provider award program celebrates excellence in healthcare

Recognizing and celebrating exceptional performance among healthcare providers and office staff is vital to advancing the quality of care delivered to our Humana members. The Humana Provider and Office Staff Award program was established to honor those individuals and teams who go above and beyond improving quality of care, demonstrating compassion, and ensuring the highest standards of service.

By acknowledging excellence, this program inspires continued commitment to member well-being and fosters a culture of continuous improvement. We will share more details about the program soon.

References:

1. Rudd, R. A., & Seth, P. (2018). "Reducing the Risk of Suicide in the United States: A National Strategy," *American Journal of Public Health*, 108(S2), S96-S98.