

Network Notification – Humana Healthy Horizons in Ohio

Notice date: April 16, 2025
To: Humana Healthy Horizons® in Ohio provider network
From: Humana Healthy Horizons in Ohio
Subject: Medicaid Quality Plus Notification/Incorrect Mailing

Summary

We are writing to offer our sincere apologies for an incorrect mailing you may have received from Humana Healthy Horizons. In early April 2025 there was a vendor issue that resulted in letters related to the 2025 Quality Plus Program being mailed to the incorrect providers. We understand the importance of accurate and timely communication, and we regret any confusion or inconvenience this error may have caused.

Impact

The mailing in question was the result of a processing error by our mailing vendor and contained incorrect information that does not apply to your organization. Upon discovery of the error on April 11, 2025, we immediately investigated the issue with our vendor who has since taken corrective actions to prevent similar mistakes in the future. These actions include strengthening internal review processes and enhancing quality control procedures prior to distribution.

Corrective Action

Please note that the correct information was mailed out on 4/18/2025. If you have any questions regarding the updated communication or need further clarification, we encourage you to contact us.

Questions?



More information can be found at [Humana.com/HealthyOH](https://www.humana.com/HealthyOH) and by calling Provider Services at **877-856-5707**, Monday – Friday, 7 a.m. – 8 p.m., Eastern time. You can also email us at: OHMedicaidProviderRelations@humana.com

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