



P.O. Box 14768
Lexington, KY 40512-4768

[DATE]

[Provider Name]

[Provider Address 1]

[Provider Address 2]

[Provider City], [Provider State] [Provider ZIP code]

Dear [Provider Name]:

We are pleased to announce that, as part of the Agency for Health Care Administration repurchase process, we were awarded a Long-term Care (LTC) program contract for which you are a current participating Humana Healthy Horizons® provider. We look forward to continuing our partnership.

With the repurchase, member benefits and coverage may change. To determine a member's benefits, please refer to their member ID card to identify their Humana plan and sign in to Availity Essentials™ to view additional details related to their eligibility. These changes will take effect Feb. 1, 2025.

Access additional information using Availity Essentials:

- Web: Provider.Humana.com/working-with-us/self-service-portal and <https://apps.availity.com/web/onboarding/availability-fr-ui/#/login>
- Phone: **800-282-4548**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

Please encourage your Humana Healthy Horizons-covered patients to:

- Sign in to MyHumana or create an account if they don't have one by visiting MyHumana.com.
- Call Member Services at **800-477-6931 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.
- Download the MyHumana mobile app.
- Speak with Case Management if needed by contacting their care manager directly using the number listed in their care plan or by calling **888-998-7735 (TTY: 711)**.
- Ensure their contact information is current by contacting:
 - Member Services at **888-998-7735 (TTY: 711)**
 - The Department of Children and Families at **866-762-2237**

If you have additional questions, please contact Provider Relations by sending an email to FLMedicaidPR@humana.com or by calling **888-998-7735**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. For questions pertaining to your contract, please email

LTCNetworkRequests@humana.com.

Thank you for the care and support you provide your Humana Healthy Horizons® in Florida-covered patients.

Sincerely,

Humana Healthy Horizons