

# Humana

Healthy Horizons®  
in Florida

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]:

As part of the Florida Agency for Health Care Administration reprocurement process, we received the Serious Mental Illness (SMI) and HIV/AIDS specialty populations, a part of the Managed Medical Assistance (MMA) program for which you are a participating Humana Healthy Horizons® in Florida network provider. We look forward to continuing our partnership.

Humana Healthy Horizons member benefits and coverage may change with the reprocurement. 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 important details related to their eligibility. These changes take effect Feb. 1, 2025.

Access information on using Availity Essentials:

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

Please encourage your Humana Healthy Horizons patients to:

- Download the MyHumana mobile app.
- Sign in to MyHumana or create an account if they don't have one by visiting [www.MyHumana.com](http://www.MyHumana.com).
- Call Member Services at **800-477-6931 (TTY: 711)**, Monday – Friday, 7 a.m. – 7 p.m., Eastern time, if they still have questions.
- Speak with Care Management if needed by contacting their care manager directly using the number listed in their care plan or by calling **800-229-9880 (TTY: 711)**.
- Ensure their contact information is current by calling:
  - Member Services at **800-477-6931 (TTY: 711)** or
  - The Department of Children and Families at **866-762-2237**

If you have questions, please email Provider Relations at [FLMedicaidPR@humana.com](mailto:FLMedicaidPR@humana.com) or call **800-477-6931**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. For questions about your

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contract, please email [humana\\_fl\\_centralized\\_provider\\_relations@humana.com](mailto:humana_fl_centralized_provider_relations@humana.com).

Thank you for the care and support you provide your Humana Healthy Horizons patients.

Sincerely,

Humana Healthy Horizons