

Network Notification – Humana Healthy Horizons in Ohio

Notice date: February 1, 2023
To: Humana Healthy Horizons® in Ohio Provider Network
From: Humana Healthy Horizons in Ohio
Subject: Updates to some Humana Healthy Horizons in Ohio Member ID cards
Effective date: February 1, 2023

Updates to some Humana Healthy Horizons in Ohio Member ID cards

Please be aware that some Humana Healthy Horizons® in Ohio Medicaid member ID cards were sent out with values mismatched under Member ID Number and Plan ID Number fields. The Member ID Number is showing up in the Plan ID Number field, and vice versa. Members are being re-issued new ID Cards and the online versions under their MyHumana accounts are accurate. However, when using the Member ID Card for billing, please use the field that begins with the number and not the letter H.

Sample incorrect ID card



Sample corrected ID card



If you have any questions please call Provider Services at **877-856-5707** Monday through Friday 7 a.m. – 8 p.m. Eastern time.