



Humana Healthy Horizons in Oklahoma Quick Start Guide

Online self-service

A variety of healthcare provider resources are available on **Humana's website for healthcare providers**, no registration required. Medicaid-specific materials, communications and resources can be found at **Oklahoma SoonerSelect: Provider Resources**, including:

- Provider manual
- Provider resource guide
- Quick reference guides
- Provider relations representatives' contact information and territory map
- Transportation information
- Dental, pharmacy, vision information
- Training for Relias—a web-based continuing education library—and other topics
- Behavioral Health Provider Toolkit
- Credentialing information

Availity Essentials

Availity Essentials™ is a secure, multipayer portal that lets you interact with Humana Healthy Horizons® in Oklahoma and other participating payers without having to use multiple systems and remember separate usernames and passwords. In our portal, we also provide many Humana-specific tools for our network of participating providers.

Our Humana-specific payer space is home to Humana Healthy Horizons documents, forms, resources, news and announcements.



To find out more, call Availity Essentials at **800-282-4548**, Monday – Friday, 7 a.m. – 7 p.m., Central time, or visit **Availity Essentials**.

Humana
Healthy Horizons.
in Oklahoma

Sooner**Select** 

Humana Healthy Horizons in Oklahoma is a Medicaid product of Humana Wisconsin Health Organization Insurance Corporation.

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Credentialing

Availity Essentials is the credentialing verification organization (CVO) for all 3 managed care organizations (MCOs) for Oklahoma SoonerSelect. Availity Essentials' credentialing intake process allows providers to submit credentialing information in a single application for all 3 MCOs.

Once signed into Availity Essentials, select **Provider Credentialing** to begin the process.



Contact your provider relations representative for assistance or find more information online at **Oklahoma Sooner Select: Provider Resources**.

Annual compliance training

Humana Healthy Horizons offers training materials to support providers' efforts to care for patients with Medicaid coverage and to help meet state and federal compliance requirements.

- Training is available through **Availity Essentials**.
- Once signed in to Availity Essentials, select **Payer Spaces > Humana > Humana Learning Center**.
- Select the category **Compliance trainings**.
- Search for the current year training by state (for any states in which you are contracted).



Find more information online at **Provider compliance training materials**.
See **Oklahoma SoonerSelect: provider training and education** for further guidance.

Demographic updates

Contracted providers should notify Humana Healthy Horizons of legal and demographic changes at least 30 days prior to the effective date of the change to avoid claim and directory discrepancies.

Send notification of changes to:

- Medical providers: **OKProviderDevelopment@humana.com**
- Behavioral health providers: **OKBHMedicaid@humana.com**

Data displayed within the online directory will reflect the most current information reported to the Oklahoma Health Care Authority.