



Humana Healthy Horizons® in Oklahoma—useful contacts

Department	Contact information	Hours of operation
Member/Provider Services contact center	855-223-9868 (TTY: 711)	Monday through Friday, 8 a.m. to 5 p.m., Central time
Member 24-hour nurse advice line (available 365 days a year)	800-854-6619	24 hours a day, 7 days a week
Prior authorization (PA) assistance for medical procedures and behavioral health	855-223-9868 (TTY: 711) Oklahoma SoonerSelect: Prior Authorization	Monday through Friday, 8 a.m. to 5 p.m., Central time
Neonatal Intensive Care Unit (NICU) Admissions	855-391-8655	Monday through Friday, 7 a.m. to 5 p.m., Central time
PA for pharmacy	800-555-CLIN (2546) Oklahoma SoonerSelect: Prior Authorization	Monday through Friday, 7 a.m. to 5 p.m., Central time
Pharmacy help desk	844-918-0785	24 hours a day, 7 days a week
Medicaid care management	855-223-9868 (TTY: 711)	Monday through Friday, 8 a.m. to 5 p.m., Central time
Tribal concierge unit	855-223-9868 (TTY: 711)	Monday through Friday, 8 a.m. to 5 p.m., Central time
ModivCare	877-718-4213	Monday through Friday, 7 a.m. to 8 p.m., Central time
Fraud, waste and abuse reporting		
Fraud, waste and abuse Special Investigations Unit (SIU)	800-614-4126	(24/7 access)
Ethics Help Line	877-5-THE-KEY (584-3539)	(24/7 access)

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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Important addresses

Humana department	Address
Provider Correspondence	Humana Healthy Horizons in Oklahoma Attn: Provider Correspondence P.O. Box 14359 Lexington, KY 40512-4359
Claim reconsideration requests	Humana Healthy Horizons in Oklahoma Attn: Claim reconsiderations P.O. Box 14359 Lexington, KY 40512-4359
Member Grievances and Appeals	Humana Healthy Horizons in Oklahoma Attn: Grievance and Appeals P.O. Box 14163 Lexington, KY 40512-4163
Provider demographic changes	Medical providers: OKProviderDevelopment@humana.com Behavioral health providers: OKBHMedicaid@humana.com
Provider Relations	OKMedicaidProviderRelations@humana.com
Fraud, waste and abuse Special Investigations Unit	Humana Special Investigations Unit 1100 Employers Blvd. Green Bay, WI 54344