

August 2025

Dear provider:

Thank you for your continued partnership with Humana Healthy Horizons® in Oklahoma. Your dedication to delivering quality care to SoonerSelect members is truly making an impact on the lives of all Oklahomans.

Your continued participation in our provider network allows us to support our members throughout the state. To build a strong relationship between Humana Healthy Horizons® and its contracted providers, your assigned provider relations representative serves as your primary point of contact. If you do not know who your provider relations representative is, please email

OKMedicaidProviderRelations@humana.com, and we will connect you directly to your assigned representative. You may also call Provider Services at **855-223-9868 (TTY: 711)**, Monday through Friday, 8 a.m. to 5 p.m., Central time.

The provider team encourages you to visit our provider website, [Humana Healthy Horizons in Oklahoma](#), for resources and regular updates, including:

- Communications and updates from Humana Healthy Horizons
- Changes to policies, plan benefits, procedures and the prior authorization list
- Credentialing information
 - On July 1, a new credentialing verification organization (CVO) process began utilizing the Availity Essentials™ portal to submit applications and credentialing documents for SoonerSelect health plans. If you are credentialed through other lines of business or are part of a delegated credentialing group, your current credentialing process will not change. If you are solely a SoonerSelect provider, you will only need to submit credentialing 1 time through the portal. This single submission will be sufficient to cover all 3 SoonerSelect managed care organizations. This will allow for a seamless process for business offices and enable the health plans to leverage information already provided to support credentialing. Credentialing status may be viewed in Availity Essentials.
- Provider resources such as the [provider manual](#):

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

- You may request a printed copy of the provider manual by contacting your provider relations representative or calling Provider Services.
- Availity Essentials access and training:
 - Providers are encouraged to visit our provider portal, [Availity Essentials](#).
 - The Humana Learning Center in the Humana payer space on Availity Essentials is our new learning management system for Humana Healthy Horizons provider training material.
 - Providers may access Availity Essentials customer service/tech support at **800-282-4548**.

In January, Humana Healthy Horizons introduced our robust value-based performance program to qualified providers with a very positive response. We are excited to partner with you on this program. For more information, please contact our Provider Engagement team at OKPE@humana.com.

Providers can find training resources including the provider training calendar, which lists our office hours, town hall meetings and provider orientation sessions, on our [provider resources](#) page.

Providers can also visit the [provider education and training](#) page to review information on required compliance training and other training opportunities.

Your care of our members is at the center of our mission. Humana Healthy Horizons members enjoy many value-added benefits. This list is included in the provider manual and member handbook and also linked on our member website. In addition, to make things easier for both providers and members, we have removed the primary care provider from the Humana Healthy Horizons member ID card.

Members can locate information and assistance by visiting the member website, [Humana Healthy Horizons in Oklahoma](#), or calling Member Services at **855-223-9868 (TTY: 711)**, Monday through Friday, 8 a.m. to 5 p.m., Central time. Members may also find help by calling our 24-hour nurse advice line at **800-854-6619**.

Billing and claim information

Providers are encouraged to submit electronic claims through their secure Availity Essentials account:

- Sign in to your Availity Essentials account and select the Humana Medicaid payer ID 61101 from the Payer drop-down menu.

Helpful claim resources:

- Visit [Humana Healthy Horizons in Oklahoma](#) for additional information and updates.
- Visit the [Oklahoma SoonerSelect: Availity Essentials](#) secure portal for helpful resources on using our provider portal for billing, claims, prior authorization and documentation.
- Visit [Availity Essentials](#) for training and guidance on using the Availity Essentials platform.

Providers may also submit paper claims by mail to:

Humana Claims Office

P.O. Box 14359

Lexington, KY 40512-4359

We value your partnership and always look to improve collaboration to better serve our members and providers. Please share your ideas by contacting your provider relations representative or emailing us at [**OKMedicaidProviderRelations@humana.com**](mailto:OKMedicaidProviderRelations@humana.com).

We also appreciate your participation and welcome your feedback on our provider satisfaction surveys.

Sincerely,

Humana Healthy Horizons in Oklahoma