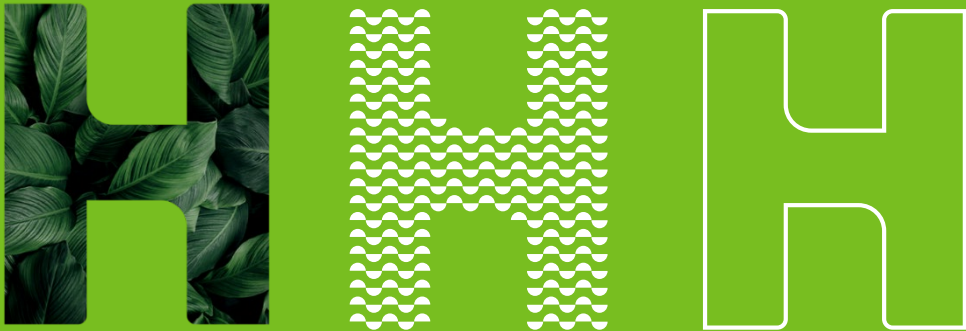


Humana

Healthy Horizons®
in Oklahoma

SoonerSelect and Humana Healthy Horizons in Oklahoma

All Provider Town Hall
March 13th, 2024



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

350701OK1223 OKHM6SBEN1223



Meet your Oklahoma based team—here to serve you!

Humana Healthy Horizons in Oklahoma



Joseph Fairbanks,
Chief Executive Officer



Jennifer LaPerre,
Chief Operations Officer



Syeachia Dennis,
Chief Medical Officer



Xhileta Xhaja,
Director,
Quality Improvement



Christy Lawrence,
Director Provider Services



Mary Miller,
Director Health
Services

Humana has more than 30 years of experience serving Oklahomans



Humana has proudly served Oklahomans since 1987 and is the only Medicare Advantage (MA) plan working statewide. We currently serve **more than 278,000 Oklahomans** in our Medicare, Dual Eligible Special Needs Plans (D-SNP), TRICARE and prescription drug plan combined.



100% of Humana's Health Maintenance Organization (HMO) MA members are enrolled in a 4-star rated plan, including serving Medicaid beneficiaries via our D-SNP of which **100% are in a 4.5-star rated plan**.



Humana has **a long history of successful partnerships with Oklahoma healthcare providers** to improve health outcomes in the state. Partnerships include those with OU Health, Ardent Health Services, Mercy, Integris, SSM Health, and many more.



Humana's local presence will grow even stronger upon award of a Medicaid contract, with **over 550 new jobs in Oklahoma** – an estimated \$59 million in payroll.



We have **dozens of community partnerships focused on improving population health and health equity**, which address the specific needs of Oklahoma's Medicaid population.

Humana is committed to our provider partnerships



Accessible tools and resources

- EPIC
- EmpoweredCare+
- Availity Essentials
- Health information exchange connectivity



Dedicated and local support

- Local Provider Relations representatives
- Provider claims educators and Provider engagement representatives



Ease of doing business

- Credentialing
- Prior authorizations
- Orientation/onboarding
- Membership management
- Value-based contracting

Our efforts are paying off



In 2021 our Florida Medicaid Provider Satisfaction Survey showed 98% of providers were satisfied with our claims submission process.



In 2021, Humana's Florida Medicaid plan paid 98.6% of clean claims within 14 days—exceeding state requirements.



During 2021, Humana credentialed over 210,000 providers across our Medicaid markets and over 3,500 providers in Oklahoma.

Participation in the Humana Healthy Horizons provider network

If you are not already contracted with Humana Healthy Horizons in Oklahoma and would like to join our network:



Call:

- **855-223-9868**, Monday through Friday, 8 a.m. to 5 p.m., Central time.

Email:

- Physical health providers:
OKMedicaidProviderRelations@humana.com
- Behavioral health providers:
OKBHMedicaid@humana.com

A dedicated contractor will be assigned to walk you through the contracting process and collect your credentialing documents.



Welcome to the Humana Healthy Horizons in Oklahoma network

To help healthcare providers transition to managed care, we will roll out a series of provider onboarding and training opportunities:

- Town halls and virtual forums
- Office hours: Zoom virtual meetings
- One-on-one outreach by assigned Provider Relations representatives
- New provider orientation virtual and/or in-person webinars
- Self-paced educational modules offered through Relias, an e-learning platform for healthcare
- Provider-specific resource guides
- Quick start guides on various topics

Note: More information will be available through your Provider Relations representative and on the Humana Healthy Horizons in Oklahoma website, TBD.



If you have any questions or concerns, please call **855-223-9868**, Monday through Friday, 8 a.m. to 5 p.m., Central time.

Navigating managed care in partnership with Humana Healthy Horizons

SoonerSelect is a new health delivery model in Oklahoma that begins April 1, 2024



Members will consist of:**

- Children
- Low-income parents
- Pregnant women
- Adults ages 19-64
- American Indian/Alaska Native members will have the option to enroll in a SoonerSelect plan



Enrollment:

- Open enrollment will start 60 days leading up to go-live. Once live, members will choose their plan upon application.
- Oklahoma Healthcare Authority (OHCA), or its designee, will educate the eligible participant on the program and choice counsel on enrollment options.
- Those who do not select a plan will be auto assigned.
- The participant will have 90 days after enrollment to change managed care organizations (MCOs) if they desire.
- Open enrollment is yearly; if members do not choose a new MCO, they will remain with current MCO.



Patient-centered medical home (PCMH) payments:

- If a provider is enrolled in the state's PCMH program at implementation of SoonerSelect, Humana will continue to administer payments through the end of 2024.

**OHCA determines a member's eligibility and will provide eligibility information to Humana.

Navigating managed care with Humana Healthy Horizons (cont.)

Availity Essentials

Availity Essentials™ is the Humana Healthy Horizons provider portal. Through Availity Essentials, you have access to:

- Patient management
- Claims management and status
- Provider engagement
- Authorization and referral management
- Electronic funds transfer (EFT) and electronic remittance advice (ERA) enrollment

Prior authorization (PA)

- Visit www.Availity.com and complete an authorization request or
- Call Humana and follow the menu prompts for authorization requests, depending on your needs or
- Fax request to Humana.

Humana Healthy Horizons will utilize the state-approved PA forms. These forms can be found online at our website. (Website is Coming Soon)

A full list** of services requiring PA can be found at [Preauthorization and Notification Lists for Healthcare Providers – Humana.](#)

** Our list is subject to change, and changes will be posted 45 days prior to the effective date of change.

Navigating managed care with Humana Healthy Horizons (cont.)

Timely payment requirements

- Clean claims: 90% of clean claims to be paid within 14 days of receipt
- 99% of clean claims paid within 90 days
- Unclean claims: Denial in writing within 7 days receipt of claim and what documentation is needed to adjudicate the claim (through resubmission of claim)

Timely filing:

- Provider to submit all claims within 6 months from DOS
- Exceptions for resubmission within additional 6 months

Continuity of care:

- 90 days

Case management overview

Humana Healthy Horizons will offer case management services to adults and children requiring support to manage their clinical care and social determinants of health (SDOH)-related needs.

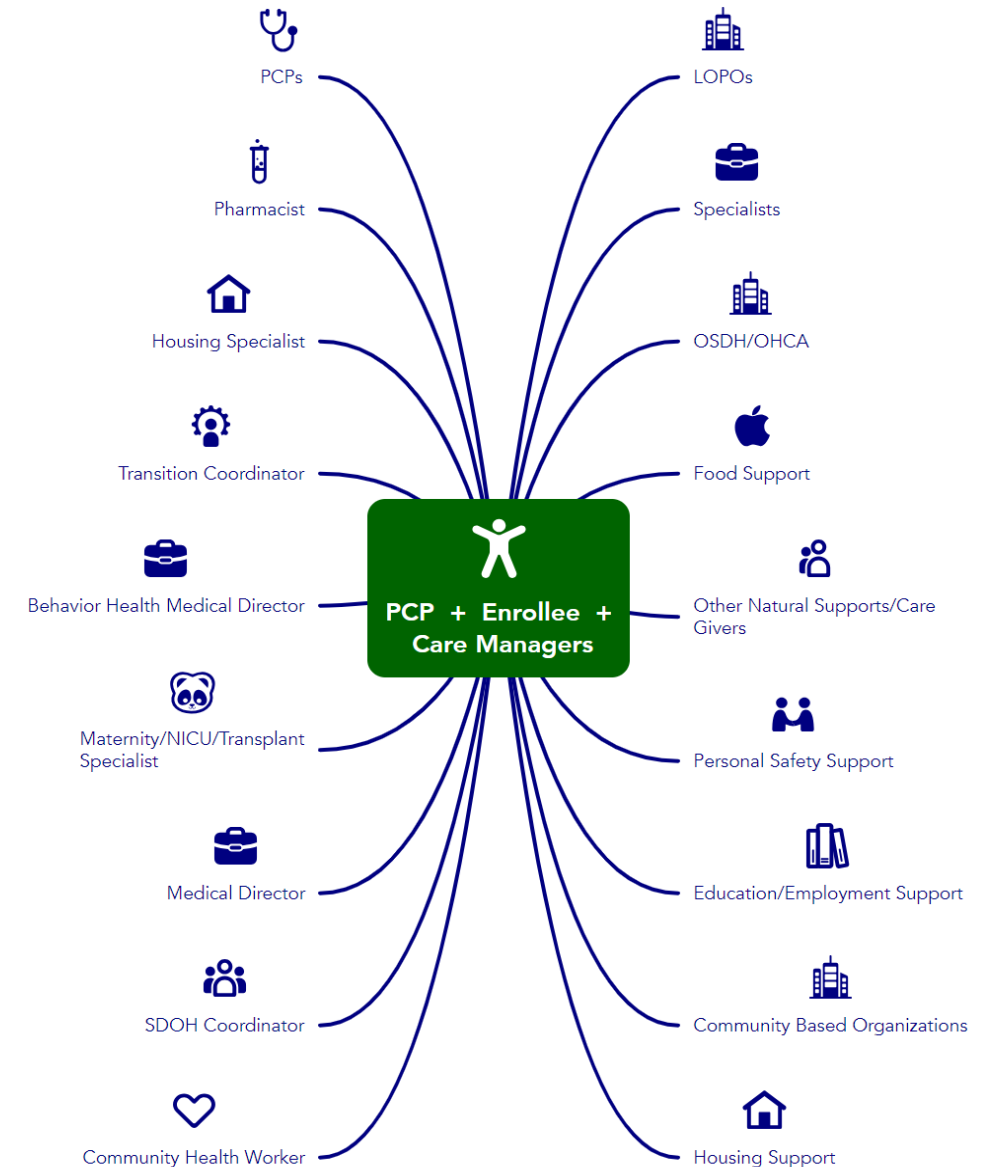
Care managers will coordinate services with other state agencies and programs, as well as providers offering case management services.

Direct access for member care management referrals and needs assistance is available from 8 a.m. to 5 p.m., Monday through Friday, Central time.

Call: **855-223-9868**

Fax: **877-473-0056**

Email: OKMCDCaseManagement@humana.com



Behavioral health coordination

Primary care providers ensure success:

Primary care will provide basic behavioral health services to members including:

- Screening for mental health and substance use issues during routine and emergency visits
- Prevention and early intervention
- Medication management
- Treatment for mild to moderate behavioral health conditions

Request consultation and refer to specialized behavioral health services for severe or chronic behavioral health conditions

and

Follow up with behavioral health providers to coordinate integrated and non-duplicative care.

What to expect as a participating provider with SoonerSelect and Humana Healthy Horizons in Oklahoma



February 2024

Weekly office hours/Zoom virtual meetings: Log in to a virtual meeting room monitored by Provider Relations representatives to ask questions and get immediate answers.

Individual outreach by a Provider Relations representative: Regionally assigned Providers Relations representatives will reach out and serve as your primary contact for all things Humana Healthy Horizons.

March 2024

Provider town halls and virtual forums: In-person, all-provider town halls and specialized town halls for behavioral health and American Indian/Alaska Native providers.



Questions?

- Call Provider Services **855-223-9868**, Monday through Friday, 8 a.m. to 5 p.m., Central time.
- Physical health providers can email OKMedicaidProviderRelations@humana.com.
- Behavioral health providers can email OKBHMedicaid@humana.com.



Humana
Healthy Horizons®
in Oklahoma

Sooner**Select** ➤