

There's help when it feels hard to cope

In tough times, you and your family can use Oklahoma's Comprehensive Crisis Response Continuum by calling the **Behavioral Health Services Hotline**¹ offered through your Humana Healthy Horizons® in Oklahoma health plan. Eligible members have access to a wide range of voluntary crisis services, which:

- Provide support to members who are having an emotional crisis and/or having thoughts of suicide
- Are designed to ease mental health emergencies
- Help to target treatment resources that can keep you out of the hospital
- Are available 24 hours a day, 7 days a week, 365 days a year

Get support through the Comprehensive Crisis Response Continuum

Humana Healthy Horizons offers mental health support services for a wide range of needs. While most concerns are taken care of at the call center level, a Mobile Crisis team is available for in person care if the person in need requests it.

If you need help, call our 24-Hour **Behavioral Health Services Hotline** at **888-445-8742 (TTY: 711)**.

You can also reach a crisis agent at the Oklahoma Mental Health Lifeline by dialing or texting 988 or going to www.988lifeline.org.

Humana Healthy Horizons® in Oklahoma

1. Behavioral health services address mental health and/or substance use disorder

OKHLV49EN0124



Behavioral Health Services Hotline
888-445-8742
(TTY: 711)

Available community services beyond the Behavioral Health Services Hotline:

Mobile Crisis Response (MCR)

If the crisis has not been resolved over the phone, you can ask for a team to come to where you are to get the help you need.

Urgent Recovery Center (URC)/Crisis Center

Behavioral health crisis care is available at walk-in centers. You can get short-term behavioral health crisis support at a community-based, voluntary, home-like facility. An emergency assessment may be performed.

Crisis Stabilization (CS)

Short-term, bed-based crisis treatment and support service for people who have received a lower level of crisis service and might end up in the hospital or a nursing home. Average length of stay is four days.

To learn more about your Humana Healthy Horizons in Oklahoma plan and how we can help support your mental health, please visit Humana.com/OklahomaBH.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **855-223-9868 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 5 p.m., Central time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618.
If you need help filing a grievance, call **855-223-9868** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services, Office for Civil Rights** electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

Auxiliary aids and services, free of charge, are available to you.
855-223-9868 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

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

