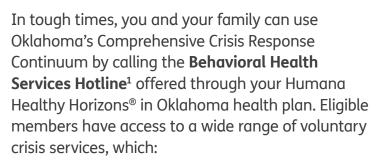
There's help when it feels hard to cope



- 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.



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**.

Humana Healthy Horizons, in Oklahoma

1. Behavioral health services address mental health and/or substance use disorder OKHLV49FN0124

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.

Language assistance services, free of charge, are available to you. **855-223-9868 (TTY: 711)**

English Call the number above to receive free language assistance services.

Español (Spanish) Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

Tiếng Việt (Vietnamese) Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

繁體中文 (Chinese) 您可以撥打上面的電話號碼以獲得免費的語言協助服務。 한국어 (Korean) 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

Deutsch (German) Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

العربية (Arabic): اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

မြန်မာနိုင်ငံ (Burmese) အခမဲ့ ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုများ ရယူရန် အထက်ပါ ဖုန်း နံပါတ်ကို ခေါ်ဆိုပါ။

Hmoob (Hmong) Hu rau tus xov tooj saum toj sauv kom tau txais kev pab txhais lus dawb.

Tagalog (Tagalog – Filipino) Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

Français (French) Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

ພາສາລາວ (Lao): ໂທຫາເບີໂທລະສັບຂ້າງເທິງ ເພື່ອຮັບບໍລິການ ຊ່ວຍເຫຼືອດ້ານພາສາຟຣີ.

ภาษาไทย (Thai): โทรไปที่หมายเลขด้านบนเพื่อรับบริการช่วยเหลือด้านภาษาฟรี

ؤدرًا (Urdu) مفت لسانی اعانت کی خدمات موصول کرنے کے لیے درج بالا نمبر پر کال کریں۔

tsalagi gawonihisdi (Cherokee) OBLb OのY SJWJC J4のL OT D4の SUhAのJ OOLのSAJ TCOLのJJT.

فارسى (Farsi) ديريگه سامة قوفه در امشه ابه ناگيار تروصه ي نابز تالايهست تفايرد ي ارب