

Provider complaint system

Getting started

If you are not satisfied with Humana's policies and procedures or a decision Humana made that does not impact the provision of services to members, you can file a provider complaint.

The provider complaint system has two processes: a reconsideration and a formal appeal. Most issues are resolved in the reconsideration step. If you are not satisfied with the reconsideration resolution, you can start the formal appeal process.

Reconsideration process

Reconsiderations represent your initial request for an investigation into a claim outcome, Humana's policies and procedures, findings of a provider payment integrity (PPI) audit or the termination of a provider agreement.

Claim reconsiderations must be submitted within 6 months of receipt of written notification.

You have 15 calendar days to submit all other reconsideration requests. Reconsideration requests are resolved within 30 calendar days of receipt of the request, and a resolution letter is sent to you within 5 calendar days of resolution.

Appeal process

If you are not satisfied with the determination of the reconsideration request, you can request a formal appeal. The appeal must be submitted within 30 calendar days of the date of the reconsideration determination. Humana reviews the appeal and provides a response within 30 calendar days. A resolution letter is mailed within 5 calendar days of the appeal determination.

Humana Healthy Horizons. in Oklahoma

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

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Reconsiderations and appeals

Reconsideration methods:

Phone:

Claims:

Provider Call Center:

855-223-9868

For dissatisfaction with policies and procedures, PPI audit findings or provider contract agreement terminations, please contact your Provider Relations Representative.

Online:

Availity.com

Written:

Claims:

Humana

Reconsideration Request

Attn: Reconsideration

P.O. Box 14359

Lexington, KY 40512-4359

For all other reasons:

Humana Healthy Horizons® in Oklahoma

Oklahoma Tower

210 Park Ave,

P.O. Box 43

Oklahoma City, OK 73102

Humana Healthy Horizons in Oklahoma email address:

**OKMedicaidProviderRelations@
humana.com**

Appeal methods:

Written:

Humana Healthy Horizons in Oklahoma

Provider Appeals

Oklahoma Tower

210 Park Ave.

P.O. Box 43

Oklahoma City, OK 73102

**OKMedicaidProviderRelations@
humana.com**