



# Humana Healthy Horizons in Oklahoma Provider Resource Guide

Welcome to Humana Healthy Horizons® in Oklahoma, a Medicaid managed care program focused on improving the health and well-being of children and adults across the state.

Our provider resource guide includes tools and information to assist you in working with us. You can find updates to this provider resource guide at [Humana.com/HealthyOK](https://www.humana.com/HealthyOK).



## Online self-service

A variety of provider resources is available at [Humana.com/Provider](https://www.humana.com/Provider). Medicaid-specific materials, communications and resources can be found at [Humana.com/OKDocuments](https://www.humana.com/OKDocuments) including:

- Provider manual
- Provider resource guide
- Quick reference guides
- Provider Relations representative contacts and territory map
- Transportation information
- Pharmacy
- Dental
- Vision
- Training for Relias—a web-based continuing education library—and other topics
- Behavioral Health Provider Toolkit

**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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## Contact information

| Contact description  | Contact information   |
|--|---|
| Member/Provider Services contact center  | 855-223-9868 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m., Central time  |
| Member 24-hour nurse advice line (available 365 days a year)                     | 800-854-6619  |
| Provider Relations   | <a href="mailto:OKMedicaidProviderRelations@humana.com">OKMedicaidProviderRelations@humana.com</a>  |
| Prior authorization (PA) assistance for medical procedures and behavioral health | 855-223-9868 (TTY: 711), Monday through Friday, 7 a.m. to 7 p.m., Central time, <a href="https://www.humana.com/OKPA">Humana.com/OKPA</a>   |
| Neonatal Intensive Care Unit (NICU) Admissions                                   | 855-391-8655, Monday through Friday, 7:30 a.m. to 4 p.m., Central time  |
| PA for pharmacy  | 800-555-2546, <a href="https://www.humana.com/OKPA">Humana.com/OKPA</a>   |
| Pharmacy help desk   | 844-918-0785  |
| Medicaid case management   | 855-223-9868 (TTY: 711)   |
| Fraud, waste and abuse   | Special Investigations Unit hotline: 800-614-4126 (24/7 access)<br>Ethics help line: 877-5-THE-KEY (877-584-3539)<br><br>Humana Inc.<br>Attention: Special Investigations Unit<br>1100 Employers Blvd.<br>Green Bay, WI 54344 |
| Tribal concierge unit  | 855-223-9868 (TTY: 711)   |
| Member grievance and appeals   | Member grievance and appeals<br><br>Humana<br>P.O. Box 14163<br>Lexington, KY 40512-4163  |

## Claims submission

Humana Healthy Horizons accepts electronic and paper claim submissions. Initial claims must be submitted within 6 months of the date of service or discharge. Corrected claims must be submitted within 12 months of the date of service or discharge. Humana Healthy Horizons is required to pay 90% of all clean claims submitted by providers within 14 calendar days of the date of receipt.

When filing an electronic claim, providers should use payer ID 61101.

Paper claims mailing address:

Humana Claims Office  
P.O. Box 14359  
Lexington, KY 40512-4359

## Member copays

Humana Healthy Horizons members do not have a copay responsibility for medical and behavioral health services. Humana Healthy Horizons members ages 21 and older may have a pharmacy copay responsibility.

## Availity Essentials

Humana Healthy Horizons has partnered with Availity Essentials™ so you can access member and claim information for multiple payers with one login. With this multi-payer portal, you can interact securely with Humana Healthy Horizons and other participating payers without learning multiple systems or remembering different user IDs and passwords for each payer. To find out more, call Availity Essentials at 800-282-4548 or visit [www.availity.com](http://www.availity.com).

Once logged into Availity Essentials, you can:

- Check eligibility and benefits
- Submit claims and check claims status
- Make preauthorization requests and review status
- View remittance advice
- Request electronic funds transfer (EFT)/electronic remittance advice (ERA)
- Access plan of care
- Manage overpayments
- Submit disputes and appeals

## PA and referral process

PA requests can be submitted through [www.availity.com](http://www.availity.com), via fax at 833-558-9712 or over the phone by calling **855-223-9868**. A list of Humana Healthy Horizons services requiring PA can be found at [Humana.com/PAL](http://Humana.com/PAL). You should request PA at least 14 days in advance of the service date for continuity of care purposes.

Changes to this list will be posted on our website. Humana does not require a referral for in-network specialists.

Members can self-refer for the following services:

- Behavioral health services, including substance use disorder treatment
- Vision services
- Emergency services
- Family planning services and supplies
- Prenatal care
- Department of health providers, including mobile clinics
- Services provided by IHCPs to American Indian/Alaska Native members

## Pharmacy lock-in program

The Oklahoma lock-in program is designed for members who would benefit from assistance managing their use of prescription medications. Members who meet the program requirements will be locked in to 1 pharmacy location, 1 primary care provider and up to 2 specialty providers as appropriate. Members are notified in writing and are allowed 30 days to select a pharmacy and provider. If the member does not make a selection, one will be made for them.

## Transportation

Humana Healthy Horizons covers nonemergency medical transportation for our members. This includes transportation for doctor appointments, dialysis, X-rays, lab work or other medical appointments. If you have a Humana Healthy Horizons-covered patient who needs access to nonemergency transportation, please call ModivCare at 877-718-4213 to schedule. Prior authorization is required.

## Demographic updates

Contracted providers should notify Humana Healthy Horizons of legal and demographic changes at least 30 days prior to the effective date of the change to avoid claim and directory discrepancies. Examples of changes requiring notification include:

- Change to the Tax Identification Number (TIN)
- Providers added to group
- Providers leaving group
- Service address changes (e.g., new location, phone or fax numbers\*)
- Updates to public transportation access
- Standard hours of operation and after hours
- Billing address updates
- Credentialing updates
- Panel status
- Gender
- Languages spoken in office

Notification of changes should be sent to:

- Medical providers: **OKProviderDevelopment@humana.com**
- Behavioral health providers: **OKBHMedicaid@humana.com**

\*Data displayed within the online directory will reflect the most current information reported to Oklahoma Health Care Authority (OHCA).

## Behavioral health

Humana members have access to a behavioral health services hotline 24 hours a day, 365 days a year. Members can call **888-445-8742** for access. Members will be directed to the most appropriate intervention, and Humana Healthy Horizons will work with providers to authorize services and ensure continuity of care. In addition, Oklahoma offers a **988** Mental Health Lifeline, which is a 3-digit calling code that Oklahomans can use to reach a crisis agent. Anyone can call or text **988**, or go to **988lifeline.org** to chat, and receive immediate help 24 hours a day, 7 days a week. For additional information on behavioral health, please visit our website at **Humana.com/OKBH**.

## Member ID cards

Your Humana Healthy Horizons-covered patients received member ID cards. Please ask members to present their current ID card at the time of service.

### Humana Healthy Horizons in Oklahoma

A Medicaid product of Humana WI Health Org. Ins. Corp

#### MEMBER NAME

**MEMBER ID: HXXXXXXXXX**

Medicaid ID#: XXXXXXXX

Date of Birth: XX/XX/XX

Group #: XXXXX

RxBIN: 610649

RxPCN: 03191505

SoonerSelect 

In case of emergency, call 911 or go to the closest emergency room.  
After treatment, call your PCP within 24-hours or as soon as possible.

**Member/Provider Services: 855-223-9868 (TTY: 711)**

24-Hour Nurse Advice Line: 800-854-6619

24/7 Behavioral Health Crisis HotLine: 888-445-8742

Pharmacy Rx Inquiries: 855-223-9868

Please visit us at: [Humana.com/HealthyOklahoma](https://www.humana.com/HealthyOklahoma)

For online provider services, go to [Availity.com](https://www.availity.com)

Please mail all claims to:

**Humana Medical**

**P.O. Box 14359**

**Lexington, KY 40512-4359**