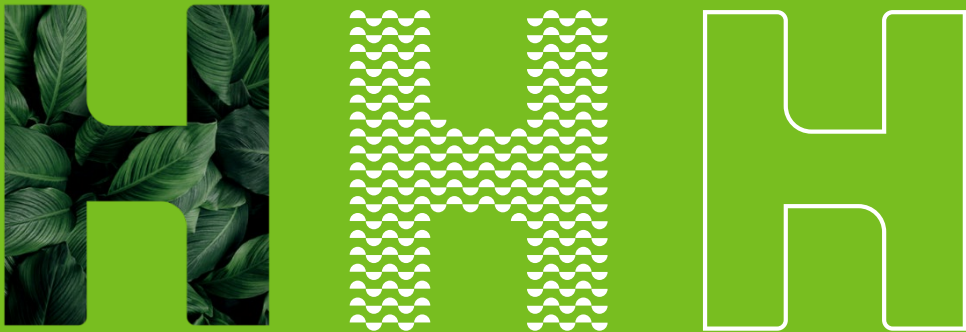


# Humana

Healthy Horizons®  
in Oklahoma

## SoonerSelect and Humana Healthy Horizons in Oklahoma

Indian Health Service/Tribal/Urban Indian Healthcare Provider town hall  
March 15, 2024



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

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# Meet your Oklahoma based team—here to serve you!

## Humana Healthy Horizons in Oklahoma



Joseph Fairbanks,  
Regional President



Jennifer LaPerre,  
Regional Vice President



Syeachia Dennis,  
Chief Medical Officer



Xhileta Xhaja,  
Director,  
Quality Improvement



Christy Lawrence,  
Director,  
Provider Services



Mary Miller,  
Director,  
Health Services



Lesa Shaw,  
Tribal Liaison

# 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 and Dual Eligible Special Needs Plans (D-SNPs), TRICARE, and prescription drug plan. These plans include our contracted Indian Health Care Providers (IHCPs).



**100% of Humana's health maintenance organization (HMO) MA members are enrolled in a 4-star rated plan**, including Medicaid beneficiaries via our D-SNPs, 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. In addition, we actively collaborate and engage with Oklahoma-based tribal governments.



Humana's local presence is now stronger with the award of the Medicaid contract, adding **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 Healthy Horizons in Oklahoma is committed to:

- Preserving the protections authorized for American Indian/Alaska Native (AI/AN) Medicaid beneficiaries under federal law, while expanding access to person-/family-centered care coordination
- Encouraging opportunities for creative partnerships between Humana and the IHCP community
- Providing Tribal Concierge Units dedicated to Indian Health Service/Tribal/Urban IHCPs
- Coordinating IHCP support services; driving consultation processes with IHCPs and other state and federal organizations; partnering with the Native American & Indigenous network resource group; leading the Humana Tribal Advisory Board in developing resources for AI/AN members; and codeveloping AI/AN culturally competent-specific training with tribal liaison Lesa Shaw



# 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](mailto:OKMedicaidProviderRelations@humana.com)
- Behavioral health (BH) providers:  
[OKBHMedicaid@humana.com](mailto:OKBHMedicaid@humana.com)

A dedicated contractor will be assigned to walk you through the contracting process.



# 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.

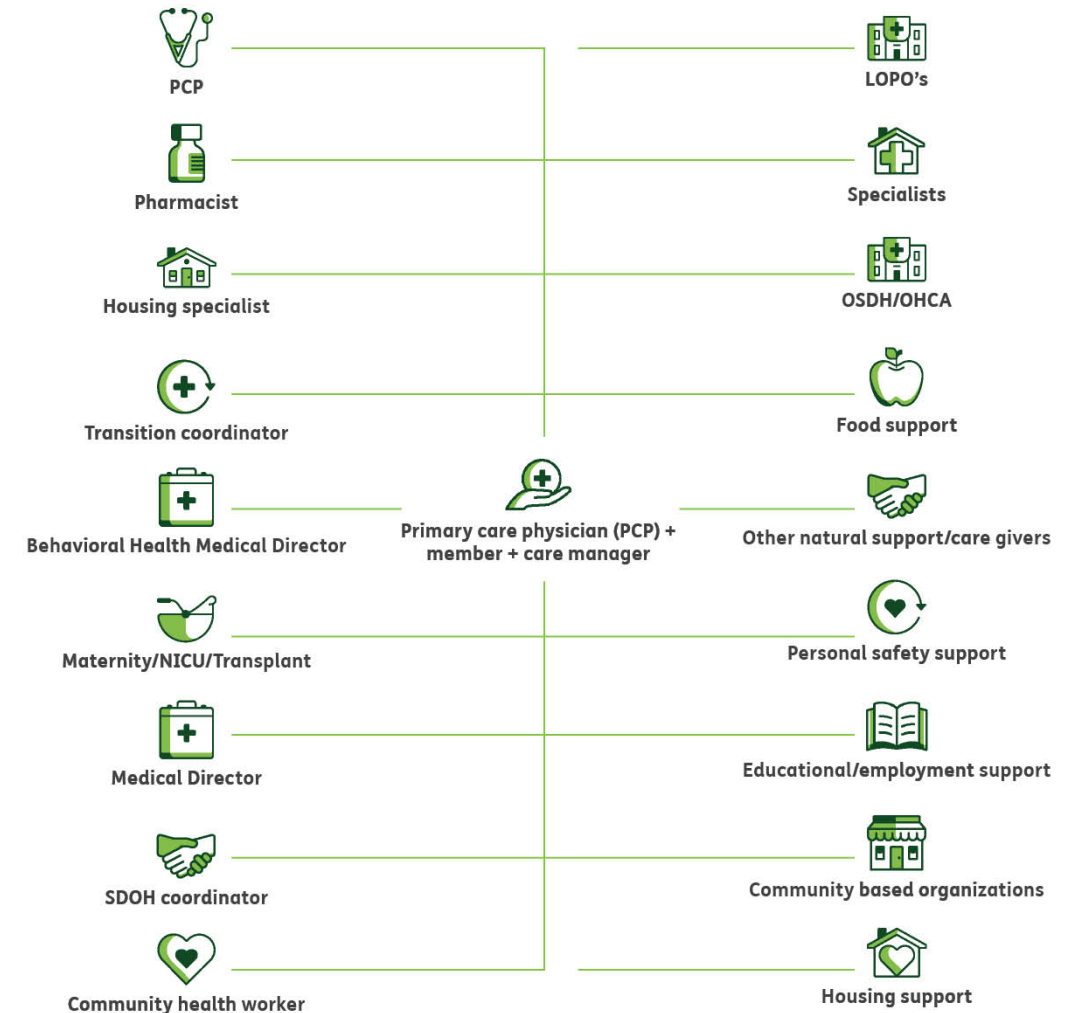
Care managers will coordinate services with other state agencies and programs, as well as providers offering case management services.

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

Call: **855-223-9868**

Fax: **877-473-0056**

Email: [OKMCDCaseManagement@humana.com](mailto:OKMCDCaseManagement@humana.com)



# The benefits of managed Medicaid for members and providers

The implementation of managed Medicaid gives members and providers access to additional services not previously available under traditional fee-for-service Medicaid including:

- Value-added benefits (VABs) to assist in closing gaps in care that may currently exist:
  - Humana developed these VABs with SDOH and quality outcome improvement goals in mind.
  - These benefits include additional transportation services and coverage for traditional medicine services, described further in the following slides.
- An extensive range of BH and substance use disorder (SUD) services, including coordination of these services, as described in the following slides
- Access to additional specialty care providers
- Care management to ensure members' care is coordinated across providers

## Program areas

## Priorities

## Humana Healthy Horizons proposed VABs



**Healthy families:**  
Improving maternal, infant and children's health



Improving maternal health



Promoting infant and child care

Breast pumps

Parent/guardian self-care allowance

Convertible car seat or portable crib

Sports physicals

Maternal and infant virtual care

Newborn care kit

Youth development and recreation



**Preventive benefits:**  
Offering supportive wellness, prevention and condition management activities



Promoting healthy behaviors



Providing preventive healthcare services

Wellness rewards— Go365®

Weight management coaching

Hearing services

Vision services

Native American traditional medicine

Over-the-counter (OTC) allowance

Home-based asthma intervention

Smartphone services

Post-discharge meals

Nonemergency medical transportation (NEMT)

Waived copays

Prescription limit waived for adults

Self-monitoring devices (weight scale and blood pressure monitoring kit)

Pest control

Housing assistance

Nonmedical transportation

Disaster meals

Fresh produce box

Disaster preparedness relief kit

Criminal expungement

Employment physical

Youth academic support

General Educational Development (GED) testing

Financial literacy coaching



**Convenient care:**  
Supporting personal responsibility and access to appropriate care



Promoting culturally respectful care



Offering convenient care



Providing chronic condition management assistance



Managing housing



Providing transportation



Mitigating food insecurity



Building resilient communities



Aiding employment



Encouraging education



**Social and economic risk factors:**  
Providing benefits to build resilient communities and help members adversely impacted by SDOH





# Go all-in to earn up to **\$755 in rewards** per year



Small steps in members' habits and actions can add up to big rewards.

 <b>Healthy families</b>	
Support throughout the member's pregnancy as well as reproductive health education	
<b>Healthy pregnancy and early childhood wellness</b>	
Notice of pregnancy	\$25 reward
Prenatal visits	Up to \$100
Postpartum visits	\$25 reward
Chlamydia screening	\$25 reward
Well-child visits	Up to \$80
<b>Earn up to \$255 per year</b>	


 <b>Social and health education</b>	
Support for members embarking on or restarting healthier lifestyle choices	
<b>Coaching support and member education</b>	
Digital onboarding	\$25 reward
Tobacco Cessation	Up to \$50
Weight Management	Up to \$30
Level-of-care education	\$10 reward
<b>Earn up to \$115 per year</b>	

 <b>Proactive care</b>	
Rewards for preventive screenings and proactive activities to support members as they work toward wellness	
<b>Proactive health screenings</b>	
Health Risk Screening	\$50 reward
Annual wellness visit	\$25 reward
Cancer prevention*	Up to \$125
Diabetes care <sup>†</sup>	Up to \$75
Vaccines (flu, COVID)	Up to \$60
Follow-up after mental health/SUD	Up to \$50
<b>Earn up to \$385 per year</b>	

\* Breast, cervical and colorectal screenings and human papillomavirus (HPV) vaccine

<sup>†</sup> Diabetic retinal exam and diabetic exam

# Humana Healthy Horizons in Oklahoma VABs

 Humana Healthy Horizons in Oklahoma offers VABs that advance the Oklahoma Health Care Authority’s goal to transform the health and wellness of Oklahoma SoonerSelect members.

Domain	Benefit title	Description
Healthy lifestyle behavior	Native American traditional medicine	Reimbursement of up to \$200 per calendar year is provided to help cover the costs of Native American traditional healing services.
	Hearing services	Members 21 and older can receive 1 assessment and 1 hearing aid per ear every 3 years and 48 batteries per hearing aid per year.
	Vision services	Members 21 and older can receive 1 annual eye exam, and members can choose from 1 of the following every 2 years: eyeglasses with non-high-index polycarbonate lenses and a \$100 allowance for the frame or contact lenses; members are responsible for any cost over the allowance.
	Prescription limit waived for adults	Members 21 and older can receive unlimited monthly prescriptions.
	OTC pharmacy allowance	There is a \$30 allowance per household, per quarter to purchase OTC items without a prescription, such as pain relivers, cough and cold relief medicine, and first aid items.
	Smartphone services	The federal Lifeline program offers 1 smartphone with monthly talk, text and data; members younger than 18 will need a parent or guardian to sign up.
	Sports physical	Members 6 to 18 years of age can receive 1 sports physical per year.

The full list of VABs are made available upon request.

# Behavioral health coordination

## Primary care providers ensure success

**Primary care providers 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

**For severe or chronic behavioral health conditions, primary care providers can:**

- Request consultation and refer to specialized behavioral health services
- Follow up with behavioral health providers to coordinate integrated and nonduplicative care

# Behavioral health coordination

Primary care providers ensure success

**In addition to basic behavioral health services, members also may access the following services:**

- SUD treatment, coordinated by Humana Healthy Horizons, including residential treatment, outpatient services, partial hospitalization and medication-assisted treatment in accordance with the Oklahoma's State Plan and its amendments, as well as the 1115 Waiver
- Behavioral health crisis services that include access to emergency treatment and first response 24 hours a day, 7 days a week; provision of or referral to psychiatric, addiction and other community services; access to a behavioral health hotline



# We look forward to working with Oklahoma providers



## Questions?

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



## Contact information for leadership:

- Lesa Shaw, tribal liaison, [Lshaw11@humana.com](mailto:Lshaw11@humana.com)
- Christy Lawrence, director of provider relations, [Clawrence3@Humana.com](mailto:Clawrence3@Humana.com)
- Tahitia Jefferson, associate director of provider relations, [Tjefferson17@humana.com](mailto:Tjefferson17@humana.com)



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Sooner**Select** ➤