



# Humana Healthy Horizons in Oklahoma referrals and authorizations

## Referrals

Humana Healthy Horizons® in Oklahoma does not require referrals from primary care providers (PCPs) for behavioral health services, including substance use disorder treatment, vision services, emergency services, family planning services and supplies, prenatal care, Oklahoma Department of Health providers, including mobile clinics, and services provided by Indian Health Care Providers to American Indian/Alaska Native members. If medically necessary services are unavailable within Oklahoma, members may travel to a border state (Arkansas, Colorado, Kansas, Missouri, New Mexico or Texas) within 50 miles of the Oklahoma State boarder to receive services by an Oklahoma SoonerCare-approved provider. In limited circumstances, Humana Healthy Horizons members can access a nonparticipating specialist when it is determined that a participating specialist is not immediately available in a member's geographic area. Seeking care from a nonparticipating provider requires a referral. Through the referral process, Humana Healthy Horizons allows members to seek care from a nonparticipating specialist when it is determined, through assessment by an appropriate healthcare professional, that a member needs direct access for treatment or regular care monitoring.

## Medicaid prior authorization list

Humana Healthy Horizons requires prior authorization (PA) for certain services to ensure medical necessity, facilitate care coordination and confirm services are provided according to Oklahoma Health Care Authority coverage policies. To determine if PA is required for a Humana Healthy Horizons-covered patient, check the Oklahoma (Medicaid) Preauthorization and Notification List on the **Medicaid tab** on our provider website.

## Prior authorization submission

Providers can submit PA requests through **Availity Essentials™**, via fax at **833-558-9712** or by calling **855-223-9868**. Providers can access **PA forms** on our SoonerSelect prior authorization website. Services that require PA from Humana Healthy Horizons should be authorized before the service is delivered. If PA is required and not obtained, the discrepancy may result in a reduction or denial of payment. Please note that prior authorization is not a guarantee of payment.

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

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