



Medical and Behavioral Health Provider Relations Representatives

Claim inquiry resolution

For resolution of Medicaid behavioral health and medical-related claims issues, please call Provider Services first at 800-444-9137 to obtain a call-reference number.

If your claim(s) inquiry is not resolved, please email KYMCDCCR@humana.com, copying your provider relations representative, with the following information:

- A description of your inquiry
- The call reference number (only one per inquiry)
- This **claims submission form** filled in with your claim examples

If you have a large volume of claims for the same issue, you need only provide a few examples. Humana Healthy Horizons pulls a report to capture all affected claims.

Provider relations inquiries

Please email KYMCDPR@humana.com for assistance with inquiries and other requests including, but not limited to:

- Your assigned provider relations representative
- Policy and procedures
- Group roster requests
- Orientation and training
- Onsite visits and virtual meetings
- Network notices and communications

Provider Relations Associate Director

Pamela Trigilio

Email: PTrigilio@humana.com

Phone: 502-794-5204

Provider Relations Manager

Chris Burchett

Email: CBurchett1@humana.com

Phone: 606-341-0131

Humana
Healthy Horizons®
in Kentucky

Provider-specific assignments

Kentucky Health Departments Representative:

Stacy Tooley

Email: STooley1@humana.com

Phone: 502-595-9858

Baptist Health, Center Care

Representative: **Jeremy Lucas**

Email: JLucas13@humana.com

Phone: 502-492-8961

UK Healthcare, CHI Saint Joseph, and Lifepoint

Representative: **Chris Whitlock**

Email: CWhitlock@humana.com

Phone: 502-504-7223

Norton, UofL, Cincinnati Children's, The Christ Hospital

Representative: **Sharica Brackens**

Email: SBrackens1@humana.com

Phone: 502-716-0170

Appalachian Regional Healthcare (ARH)

Representative: **Christine Drake**

Email: cdrake4@humana.com

Phone: 606-254-7198

Owensboro Health

Representative: **Jay Soto**

Email: JSoto22@humana.com

Phone: 270-321-9365

Kentucky Primary Care Association (KPCA or KIC); University of Cincinnati; St. Elizabeth Healthcare; TriHealth; and Good Samaritan

Representative: **Melissa Reynolds**

Email: mreynolds31@humana.com

Phone: 502-523-9080

The Association of Primary Care Physicians, Inc. (APCP)

Representative: **Sharica Brackens**

Email: SBrackens1@humana.com

Phone: 502-716-0170

Prescribed pediatric extended care (PPEC) facilities

Kidz Club—all locations (Bowling Green, Dixie, Erlanger, Lexington, Neighborhood House, Preston), Easter Seals Redwood, The Lily Pad at Easter Seals West, Creative Day Easter Seals Bluegrass, Sproutlings Pediatric Day Care and Orchid House

Representative: **Stacy Tooley**

Email: STooley1@humana.com

Phone: 502-595-9858

Ancillary providers

Please note: Ancillary providers not listed below fall into county assignments.

Medical supplies, equipment, and appliances (MSEA), hospice, dialysis and doulas

Representative: **Jay Soto**

Email: JSoto22@humana.com

Phone: 270-321-9365

All infusion, home health and skilled nursing

Representative: **Chris Whitlock**

Email: CWhitlock@humana.com

Phone: 502-504-7223

Ambulance and Independent Labs

Representative: **Sharica Brackens**

Email: SBrackens1@humana.com

Phone: 502-716-0170

County-specific representative assignments

Representative: **Sharica Brackens**
Email: SBrackens1@humana.com
Phone: 502-716-0170

Counties: **Anderson, Franklin, Henry, Jefferson, Oldham, Shelby, Spencer and Trimble**

Representative: **Chris Whitlock**
Email: CWhitlock@humana.com
Phone: 502-504-7223

Counties: **Bath, Bourbon, Clark, Estill, Fayette, Fleming, Harrison, Jessamine, Menifee, Montgomery, Nicholas, Powell, Rowan, Scott, and Woodford**

Representative: **Melissa Reynolds**
Email: mreynolds31@humana.com
Phone: 502-523-9080

Counties: **Boone, Bracken, Campbell, Carroll, Gallatin, Grant, Kenton, Lewis, Mason, Owen, Pendleton, and Robertson**

Representative: **Stacy Tooley**
Email: STooley1@humana.com
Phone: 502-595-9858

Counties: **Adair, Bell, Boyle, Casey, Clinton, Cumberland, Garrard, Green, Knox, Laurel, Lincoln, Madison, Marion, McCreary, Mercer, Metcalf, Monroe, Pulaski, Rockcastle, Russell, Taylor, Washington, Wayne and Whitley**

Representative: **Jeremy Lucas**
Email: JLucas13@humana.com
Phone: 502-492-8961

Counties: **Allen, Barren, Breckinridge, Bullitt, Butler, Edmonson, Grayson, Hardin, Hart, Larue, Logan, Meade, Nelson, Ohio, Simpson, Warren**

Representative: **Jay Soto**
Email: JSoto22@humana.com
Phone: 270-321-9365

Counties: **Ballard, Caldwell, Calloway, Carlisle, Christian, Crittendon, Daviess, Fulton, Graves, Hancock, Henderson, Hickman, Hopkins, Livingston, Lyon, Marshall, McCracken, McLean, Muhlenberg, Todd, Trigg, Union and Webster**

Representative: **Christine Drake**
Email: cdrake4@humana.com
Phone: 606-254-7198

Counties: **Boyd, Breathitt, Carter, Clay, Elliott, Floyd, Greenup, Harlan, Jackson, Johnson, Knott, Lawrence, Lee, Leslie, Letcher, Magoffin, Martin, Morgan, Owsley, Perry, Pike, Wolfe**

Community mental health centers (CMHC) & Certified Community Behavioral Health Clinics (CCBHC)

Communicare, Four Rivers, Pennyroyal Center, Caya Collaborative Care, Adanta, Cumberland River, Comprehend, River Valley, North Key, Seven Counties, Pathway, Mountain Comp Care, New Vista, and Kentucky River and Ramey Estep

Representative: **Darryl VanCleave**
Email: DVancleave2@humana.com
Phone: 502-539-9235