



Healthy Horizons™  
in Florida

## Behavioral health services for north Florida – Access Behavioral Health

Mental health and substance abuse treatment for Humana Medicaid Managed Medical Assistance (MMA) members are managed by Access Behavioral Health (ABH) for the following regions:

- **Region 1:** Escambia, Okaloosa, Santa Rosa, and Walton counties
- **Region 2:** Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla and Washington counties

### ABH Contact Information and Claims Address

Phone: **866-477-6725**

Claims: **Access Behavioral Health**  
**1221 West Lakeview Ave.**  
**Pensacola, FL 32501**

### ABH requires authorization for the following:

- Inpatient behavioral health services in a psychiatric bed – contact ABH for authorization by the first business day following admission
- Statewide Inpatient Psychiatric Programs (SIPP) – contact ABH for authorization prior to admission
- Psychological psychiatric testing (both in and out of network)

Except for testing services, outpatient behavioral health services rendered by an in-network healthcare provider do not require authorization. Out-of-network providers should contact ABH at the number cited above before rendering any non-emergent outpatient behavioral health services to patients with Humana Healthy Horizons in Florida (Medicaid) coverage.

### Submitting Authorization Requests

Authorization requests can be submitted to ABH by fax or phone.

- **By fax: 850-469-3661 or 850-595-0258.** All information and documentation noted below should be included in the authorization request.
- **By phone:** Call ABH at **866-477-6725**, Monday – Friday, 8 a.m. – 5 p.m., Central time. Healthcare providers should ask to speak to a member of the care management department, and the call will be directed to ABH clinical staff. The provider will be asked to provide the documentation noted below, as well as the name and the patient's Humana member ID number.

## Information needed when requesting authorization

To obtain authorization through ABH, fax or have on hand supporting clinical documentation containing the following information:

- Patient name and Humana member ID number
- Patient diagnosis
- Clinical information relevant to the admission, such as
  - Significant clinical history, including mental-status exam and history of present illness, Baker Act status, significant comorbidities, current medications and adherence status
  - Current relevant laboratory reports
  - Treatment plan, including inpatient days requested and expected discharge placement and outpatient follow-up

Please note: Screening intake, physician history and physical forms are usually sufficient.

## Additional information

Following ABH's review of submitted information, the healthcare provider will be given an authorization number and the date of the next review, if applicable. If the request is incomplete or does not meet evidence-based criteria for the level of care requested, the healthcare provider will be asked for additional information.

If ABH requests medical records as a result of an authorization request, prompt return of the information will facilitate timely processing of the authorization request.

## Questions

Questions about this program can be directed to Access Behavioral Health at **866-477-6725**, Monday – Friday, 8 a.m. – 5 p.m., Central time.