



Florida Medicaid/Long-Term Care (LTC): Hospital Discharge Planning Resource Guide

This reference guide provides a list of the departments at Humana that may be helpful in assisting with coordination and authorization of services that a Humana member may need as part of the discharge plan. Humana also provides below a list of names, telephone numbers, and e-mail addresses for the teams that may help with issues that are not resolved in a timely manner or need to be escalated. Humana provides services in Regions 1-11 and also provides long-term care (LTC) services. For more information, please call Humana at 1-800-477-6931, or visit Humana.com.

Utilization Management	Pharmacy	Transportation
Discharge Planning Phone number: 1-877-329-0413 Fax: 1-833-996-2187 Hours of operation: 8 a.m. – 5 p.m EST, Monday to Sunday	To submit prior authorization requests, providers can: <ul style="list-style-type: none"> • Obtain forms at Humana.com/PA • Submit request electronically at covermy meds.com/epa/humana • Submit request by fax to 1-877-486-2621 • Call HCPR at 1-800-555-CLIN (1-800-555-2546) 	Logisticare Phone number: LTC: 1-877-564-0571 MMA: 1-866-779-0565 Hours of operation: 8 a.m. – 5 p.m EST, Monday to Friday (non-holidays)
Escalation contact: Elaine Blunt, RN Associate Director of Utilization Management 1-813-465-1124	Escalation contact: Melissa Perraut 1-859-628-9739	Escalation contact: Primary LTC: Stewart Smith 1-502-580-0793 Ssmith15@humana.com MMA: David W. Spacht 1-305-626-5221 Dspacht1@humana.com
Secondary: Liz Webster, MBA, RN Director of Health Services 1-954-329-9832	Secondary: Kristi Black 1-904-742-4902	Secondary LTC: David W. Spacht 1-305-626-5221 Dspacht1@humana.com MMA: Stewart Smith 1-502-580-0793 Ssmith15@humana.com

<p>Case Management</p> <p>Assistance with post-discharge appointments, linking member to community services, education on condition, coordination with treating providers</p>	<p>Moms First/Pediatrics</p> <p>Support with prenatal/postpartum appointments, community resources, and individualized member education</p>
<p>Phone number: 1-800-229-9880</p> <p>Hours of operation: 8:30 a.m. – 5 p.m EST, Monday to Friday (non-holidays)</p>	<p>Phone number: 1-800-322-2758, ext. 1500290</p> <p>Hours of operation: 8:30 a.m. – 5 p.m EST, Monday to Friday (non-holidays)</p>
<p>Escalation contact:</p> <p>Tara Pawlikowski, Associate Director, Florida Medicaid Case Management Program, Florida Medicaid Specialty Program 1-786-495-6175</p>	<p>Escalation contact:</p> <p>Kim Perdian, Associate Director, Moms First Program 1-561-374-4704</p>
<p>Secondary:</p> <p>Liz Webster, MBA, RN Director of Health Services 1-954-329-9832</p>	<p>Secondary:</p> <p>Liz Webster, MBA, RN Director of Health Services 1-954-329-9832</p>

To ensure optimal continuity of care, we encourage you to connect your patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP, please call 1-800-477-6931.