

Coordination of care for Humana-covered patients

Tips for physicians & providers

Humana presents coordination of care (COC) assistance to promote a whole-person healthcare approach and assist physicians and providers in focusing on behavioral healthcare along with physical healthcare.

Important mental health and physical health correlation*

- 62% of patients diagnosed with opioid use disorder have a mental illness.³
- Suicide—a major cause of death in young people—accounts for more than one in every 100 deaths. Mental disorders are the leading cause of years lived with disability, and suicide remains a major cause of death globally.¹
- People with severe mental health conditions die prematurely due to preventable physical conditions such as obesity, unhealthy diet, chronic disease, heart attack/heart disease, alcohol and drug dependency, etc.^{2,5}
- Patients with diabetes mellitus are two to three times more likely to experience depression as the general population.⁶
- Depression and anxiety are the most prevalent disorders and have increased by an estimated 25% during the first year of the COVID-19 pandemic.¹
- The prevalence of depression among cardiac patients ranges from 20 to 30%.⁴

Coordination of care in 2022

Humana analyzed COC efforts in 2022 and reported these outcomes:

- 48% of providers routinely exchange information across the continuum of medical care
- 57% of providers routinely exchange information across the continuum of behavioral healthcare
- 70% of providers are aware of the Clinical Practice Guidelines and where to locate them

Research and coordination of care

The Agency for Healthcare Research and Quality states that the main goal of care coordination is to meet patients' needs and preferences in the delivery of high-quality, high-value healthcare. This means that the patients' needs, and preferences are known and communicated at the right time to the right people, and that this information is used to guide the delivery of safe, appropriate and effective care.

Referring Humana-covered patients to healthcare professionals

Have you identified a behavioral health or physical health condition that requires coordinated care with another provider? Could your patient benefit from the assistance of a Humana care coordinator to find a provider? If so:

- Contact Humana to request a care coordinator. The coordinator will help your patient navigate the healthcare system and link him or her to in-network behavioral health or physical health providers and specialists.
 - Commercial Customer Service: **800-448-6262**
 - Medicare Customer Service: **800-457-4708**
 - Humana Healthy Horizons in Florida: **800-477-6931**
 - Illinois Duals/Medicaid: **800-787-3311**
 - Humana Healthy Horizons in Kentucky: **800-444-9137**
 - Humana Healthy Horizons in Louisiana: **800-448-3810**
 - Humana Healthy Horizons in Ohio: **877-856-5707**
 - Humana Healthy Horizons in South Carolina: **866-432-0001**

Sources:

1. NIH: A world report on the transformation needed in mental health care <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9511667/#R4>
2. World Health Organization: Mental Health Overview https://www.who.int/health-topics/mental-health#tab=tab_1
3. Prevalence of Mental Health Disorders among Individuals Enrolled in an Emergency Response Program for Treatment of Opioid Use Disorder <https://heal.nih.gov/about/director/mental-health#:~:text=Data%20from%20the%20National%20Survey%20on%20Drug%20Use,with%20mental%20illness%20received%20treatment%20for%20their%20conditions.>
4. NIH: Heart Disease and Depression: A Two-Way Relationship <https://www.nhlbi.nih.gov/news/2017/heart-disease-and-depression-two-way-relationship>
5. World Health Organization: Mental Health Report: Transforming Mental Health For All <https://www.who.int/publications/i/item/9789240049338>
6. CDC Depression: More Than Just a Bad Mood <https://www.cdc.gov/diabetes/managing/mental-health.html#%3A~%3Atext%3DPeople%20with%20diabetes%20are%20%2Cboth%E2%80%94is%20usually%20very%20effective>

* Stats pertain to U.S. population

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