

# Florida Medicaid: new 24/7 telemedicine visits

Humana Healthy Horizons in Florida members now have 24/7 access to MDLIVE® telemedicine (video) visits for urgent care needs via phone, tablet or computer. If a primary care provider is unavailable for an in-person visit, telemedicine offers a great way for members to receive face-to-face treatment for many non-emergent medical conditions from the comfort of home.

## Some reasons for MDLIVE telemedicine visits:

- Bug bites
- Bumps, cuts, and scrapes
- Cold sores
- Cough, sore throat, congestion
- Ear pain
- Flu
- Gout
- Minor headaches, sprains, strains
- Nausea, vomiting, diarrhea
- Pink eye
- Prescription refills
- Sinus infection
- Stomach flu
- Strep throat
- Urinary burning



## To use this service, Humana Healthy Horizons in Florida members should:

- Create a mobile or online MDLIVE account by downloading the MDLIVE app or by visiting [MDLIVE.com](https://www.mdlive.com)
- Pick a provider from our large network of board-certified providers
- Pick an appointment time that works for them

Members can also call **844-403-0556 (TTY: 711)**, 24 hours a day, seven days a week.

If members have questions about video doctor visits or need help creating an account, they can call the toll-free number on the back of their Member ID card.

Member/Provider Service: 1-800-477-6931  
Member Behavioral Health Inquiries: 1-888-778-4651  
Pharmacist Rx Inquiries: 1-800-865-8715  
Provider Prior Authorization: 1-800-523-0023

For online provider services, go to [www.availity.com](https://www.availity.com)

Please mail all claims to:

Humana Medical  
P.O. Box 14601  
Lexington, KY 40512-4601

### MDLIVE telemedicine services are not a substitute for primary care providers.



Members should first reach out to their PCPs with their health concerns. If the PCP is unavailable, members then should use MDLIVE telemedicine services for urgent care needs. Members are encouraged to follow up with their PCP after they have received care through MDLIVE.

For additional details on MDLIVE and telemedicine services, visit [Humana.com/FloridaVirtualCare](https://www.humana.com/FloridaVirtualCare) or access the [What Physicians Need to Know about Telemedicine flyer](#).

**Humana** | Healthy Horizons™ in Florida