

Medical and Behavioral Health Provider Relations Representatives

November 2022

Claim Inquiry Resolution

For issue resolution of Medicaid behavioral health and medical-related claims issues, please call Provider Services at **800-444-9137** and 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 issue
- 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: **pdrigilio@humana.com**

Phone: **502-794-5204**

Provider Relations Manager

Chris Burchett

Email: **cburchett1@humana.com**

Phone: **606-341-0131**

Humana Healthy Horizons® in Kentucky

Humana Healthy Horizons in Kentucky is a Medicaid product of Humana Health Plan Inc.

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Provider Relations Facility Representatives

Baptist Healthcare, CHI St. Joseph, Kentucky One Health, University of Louisville, plus facilities in West Region

Representative: Kelly Dockter Dean

Email: mdockterdean1@humana.com

Phone: 502-494-9639

Norton Healthcare, University of Kentucky HealthCare, St. Elizabeth Healthcare, Cincinnati Children's Hospital Medical Center, plus facilities in East Region

Representative: April Lovins

Email: alovins1@humana.com

Phone: 606-303-4429

Provider-specific Assignments

Kentucky Health Departments

Representative: Stacy Tooley

Email: stooley1@humana.com

Phone: 502-595-9858

Baptist Health physicians

Representative: Jeremy Lucas

Email: jlucas13@humana.com

Phone: 502-492-8961

St. Elizabeth physicians and Cincinnati Children's physicians

Representative: Guy Custer

Email: gcuster1@humana.com

Phone: 859-469-2754

Norton physicians

Representative: Sharica Brackens

Email: sbrackens1@humana.com

Phone: 502-716-0170

KPCA, APCP, Mountain Comprehensive Care, New Vista, North Key, Pathways and Seven Counties

Representative: Darryl VanCleave

Email: dvanleave2@humana.com

Phone: 502-539-9235

Prescribed Pediatric Extended Care (PPECs)

Kidz Club – all locations (Bowling Green, Dixie, Erlanger, Lexington, Neighborhood House, Preston)

Representative: Stacy Tooley

Email: stooley1@humana.com

Phone: 502-595-9858

Redwood School and Rehabilitation Center

Representative: Kelly Dockter Dean

Email: mdockterdean1@humana.com

Phone: 502-494-9639

Easter Seals West Kentucky Inc.

Representative: Kelly Dockter Dean

Email: mdockterdean1@humana.com

Phone: 502-494-9639

Sproutlings Daycare & Preschool

Representative: Sharica Brackens

Email: sbrackens1@humana.com

Phone: 502-716-0170

Orchid House

Representative: Sharica Brackens

Email: sbrackens1@humana.com

Phone: 502-716-0170

Ancillary Providers

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

Durable medical equipment, hospice and skilled nursing facility providers

Representative: Kelly Dockter Dean

Email: mdockterdean1@humana.com

Phone: 502-494-9639

All infusion and home health

Representative: April Lovins

Email: alovins1@humana.com

Phone: 606-303-4429

Labcorp and Quest Diagnostics

Representative: Sharica Brackens

Email: sbrackens1@humana.com

Phone: 502-716-0170

County-specific Physician Representative Assignments

Sharica Brackens

Email: sbrackens1@humana.com

Phone: 502-716-0170

Counties: Boone, Carroll, Gallatin, Henry, Jefferson, Oldham and Trimble

Guy Custer

Email: gcuster1@humana.com

Phone: 859-469-2754

Counties: Bourbon, Bracken, Campbell, Fayette, Grant, Harrison, Jessamine, Kenton, Nicholas, Owen, Pendleton, Robertson and Scott

Jeremy O'Connor

Email: joconnor4@humana.com

Phone: 502-504-3754

Counties: Bath, Bell, Boyd, Breathitt, Carter, Clark, Clay, Elliott, Estill, Fleming, Floyd, Garrard, Greenup, Harlan, Jackson, Johnson, Knott, Knox, Lawrence, Lee, Leslie, Letcher, Lewis, Magoffin, Martin, Mason, Menifee, Montgomery, Morgan, Owsley, Perry, Pike, Powell, Rockcastle, Rowan and Wolfe

Stacy TooleyEmail: stooley1@humana.com

Phone: 502-595-9858

Counties: Adair, Boyle, Casey, Clinton, Cumberland, Greene, Laurel, Lincoln, Madison, Marion, McCreary, Mercer, Metcalf, Monroe, Pulaski, Russell, Taylor, Washington, Wayne and Whitley

Jeremy LucasEmail: jlucas13@humana.com

Phone: 502-492-8961

Counties: Anderson, Barren, Bullitt, Edmonson, Franklin, Hardin, Hart, Larue, Nelson, Shelby, Spencer, Warren and Woodford

Jay SotoEmail: jsoto22@humana.com

Phone: 270-321-9365

Counties: Allen, Breckinridge, Butler, Caldwell, Christian, Grayson, Hancock, Logan, Lyon, Meade, Muhlenberg, Ohio, Simpson, Todd and Trigg

Jennifer KramerEmail: jkramer5@humana.com

Phone: 270-321-0840

Counties: Ballard, Calloway, Carlisle, Crittendon, Daviess, Fulton, Graves, Henderson, Hickman, Hopkins, Livingston, Marshall, McCracken, McLean, Union and Webster

Community Mental Health Centers**Communicare**

Representative: Jeremy Lucas

Email: jlucas13@humana.com

Phone: 502-492-8961

Adanta and Cumberland River

Representative: Stacy Tooley

Email: stooley1@humana.com

Phone: 502-595-9858

Comprehend

Representative: Guy Custer

Email: gcuster1@humana.com

Phone: 859-469-2754

River Valley and Four Rivers

Representative: Jennifer Kramer

Email: jkramer5@humana.com

Phone: 270-321-0840

Pennyroyal Center/Lifeskills

Representative: Jay Soto

Email: jsoto22@humana.com

Phone: 270-321-9365

**North Key, Seven Counties, Pathways,
Mountain Comp Care and New Vista**

Representative: Darryl VanCleave

Email: dvanccleave2@humana.com

Phone: 502-539-9235

Kentucky River

Representative: Jeremy O'Connor

Email: joconnor4@humana.com

Phone: 502-504-3754