

# Access to Care Requirements: Behavioral Health Providers

Humana Healthy Horizons™ in Kentucky's participating providers are required to ensure adequate accessibility for healthcare 24 hours a day, seven days a week, and may not discriminate against enrollees.

Primary care providers (PCPs) must maintain formalized relationships with other PCPs to refer enrollees:

- During certain days
- For after-hours care
- For certain services
- For other reasons to extend the hours of services of their practice

Enrollees should be triaged and provided appointments for care according to the following guidelines:

Behavioral health providers	
Patients with:	Should be seen:
Emergency care	Must be provided within six hours, crisis stabilization
Care for non-life-threatening emergency	Within six hours
Urgent care	Within 48 hours
Routine office visit	Not to exceed 10 business days
Post discharge from an acute psychiatric hospital	Within seven days, but may not exceed 14 days

Humana Healthy Horizons in Kentucky ensures that PCPs implement acceptable after-hours phone arrangements.

## Acceptable after-hours phone arrangements:

- Office phone is answered after hours by an answering service that can contact the PCP or another designated medical practitioner and the PCP or designee is available to return the call within a maximum of 30 minutes
- Office phone is answered after hours by a recording directing the enrollee to call another number to reach the PCP or another medical practitioner whom the provider designated to return the call within a maximum of 30 minutes
- Office phone is transferred after office hours to another location where someone answers the phone and contacts the PCP or another designated medical practitioner within a maximum of 30 minutes

## Unacceptable after-hours phone arrangements:

- Office phone is only answered during office hours
- Office phone is answered after hours by a recording that directs enrollees to leave a message
- Office phone is answered after hours by a recording that directs enrollees to go to the emergency room for any services needed
- Returning after-hours calls outside of 30 minutes



Thank you for being part of the Humana Healthy Horizons in Kentucky provider network and for ensuring our enrollees have proper access to care. Should you have questions, please call Provider Services at **800-444-9137**. Hours of operation are Monday through Friday, 8 a.m. - 6 p.m., Eastern Time.

**Humana**  
Healthy Horizons™  
in Kentucky