



Humana Healthy Horizons in Florida Resource Guide

This resource guide provides a list of the departments at Humana Healthy Horizons® in Florida that may be helpful in assisting with coordination and authorization of services that a member may need. Humana Healthy Horizons in Florida also has provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. Humana Healthy Horizons in Florida provides services in all regions (Regions 1–11) and for its members with long-term care coverage. For more information, contact Humana Healthy Horizons in Florida at **800-477-6931 (TTY: 711)**, Monday – Friday, from 8 a.m. – 8 p.m., Eastern time, or visit **[Humana.com/HealthyFL](https://www.humana.com/HealthyFL)**.

Behavioral health

Authorizations related to behavioral health services, referrals, treatment centers, behavioral health directory

Access behavioral health: Regions 1 and 2 (Panhandle)

Email:
abhreferral@lifeviewgroup.org

Website:
Access Behavioral Health
www.abhfl.org

Hours of operation during
nonholidays: Monday to Friday,
from 8 a.m. – 5 p.m., Eastern time

866-477-6725 (TTY: 711), for Spanish press 2

Then follow these prompts:

Option 2: For providers, then select

Option 1: For Humana Healthy Horizons, then select

Option 1: For eligibility, or to speak with a
representative, **or**

Option 2: For claims or billing, **or**

Option 3: For authorizations or plan benefits, **or**

Option 4: For grievances, **or**

Option 5: For information about the provider network

Humana
Healthy Horizons®
in Florida

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

FLHKRX2EN

Updated as of 12/05/2024

Behavioral health

Carelon Behavioral Health: Regions 3–11 (All areas outside of Panhandle)

Email:

BH_cm@carelon.com

Website: **www.carelonbehavioralhealth.com**

Hours of operation during nonholidays:

Monday to Friday, from 8 a.m. – 5 p.m.,

Eastern time

844-265-7590 (TTY: 711), for English press 1,
for Spanish press 2

Then follow these prompts:

Option 2: For healthcare professionals, then

Option 1: For claims

Option 1: For claims mailing address, **or**

Option 2: For claims status, **or**

Option 3: For all other inquiries

Option 2: For benefits and eligibility

Option 3: For credentialing, contracting, rates,
forms, inquiries and electronic transactions, then

Option 1: For electronic transactions

Option 2: For all other requests

Option 4: For all clinical needs other than acute
inpatient, residential, PHP or IOP

Option 5: For mental health or substance use
services authorization for acute inpatient,
residential, PHP or IOP

Florida Behavioral Health Impact's Mental Health Resource Directory

OUD/SUD contact person: Kelly Singleman, Manager SW, **941-724-7275**

Connect with mental health and substance use services in your patient's area by visiting
FLMomsMHResources.org. Search for select services that align with your patient's personal
healthcare desires, preferred payment type, and geographic location.

Case management

Support provided: assistance with post-discharge appointments, linking member to community
services, education on condition and coordination with treating providers.

Hours of operation during nonholidays:

Monday to Friday, from 8:30 a.m. – 5 p.m.,

Eastern time

800-229-9880 (TTY: 711)

Contact after hours or weekends:

800-477-6931 (TTY: 711)

Escalation contact: Primary

Emily Mendes, RN, Associate Director,
Florida Medicaid Case Management

954-319-5496 (TTY: 711)

Escalation contact: Secondary

Debbie Hicks, Director, Health Services

352-769-7295 (TTY: 711)

April Evans, Director, Care Management
Florida Long Term Care

850-549-5783

Mary Gause, Director, Care Management
Florida Long Term Care

813-521-5149

Community resources

Support provided: Provides referrals for members to solve social needs related to social determinants of health, including but not limited to:

- Childcare and summer camp program assistance
- Domestic violence and substance use issues
- Employment and education
- Food and nutrition assistance
- Housing and financial support

Hours of operation during nonholidays:
Monday to Friday, from 8 a.m. – 4:30 p.m.,
Eastern time

813-392-5303 (TTY: 711)

Other

Website Community Resources

[Humana.FindHelp.com](https://www.humana.com/findhelp)

Escalation contact: Primary

Theresa Martlock

727-247-6928 (TTY: 711)

Other

24-hour nurse line

800-530-1446 (TTY: 711)

Perinatal care support (HumanaBeginnings)

Support provided: support with prenatal/postpartum appointments, community resources and individualized member education.

For coordination of referrals for high-risk pregnancy or substance use disorder in pregnancy, call us directly to immediately connect with a care management nurse.

Website: **[Humana.com/FloridaMoms](https://www.humana.com/FloridaMoms)**

Hours of operation during nonholidays:
Monday to Friday, from 8:30 a.m. – 5 p.m.,
Eastern time

800-322-2758 ext. 1394119 (TTY: 711)

Option 2: If you know party's extension

Option 3: If you do not know party's extension

Contact after hours or weekends:

800-477-6931 (TTY: 711)

Follow voice-activated prompts

Escalation contact: Primary

Kat Gorman, Associate Director,
HumanaBeginnings®

754-260-4075 (TTY: 711)

Escalation contact: Secondary

Debbie Hicks, Director, Health Services

352-769-7295 (TTY: 711)

Pharmacy

For general questions about the pharmacy benefit, refill too soon overrides, or prior authorization status go to go.covermyeds.com/Humana.

Hours of operation during non-holidays:
Sunday to Saturday, from 8 a.m. - 8 p.m.,
Eastern time

800-865-8715 (TTY: 711)

Pharmacy prior authorization:

800-555-CLIN (TTY: 711)

Follow voice-activated prompts or go to go.covermyeds.com/Humana.

Escalation contact: Primary

Holly Moreau

954-438-2645 (TTY: 711)

Escalation contact: Secondary

Melissa Perraut

859-628-9739 (TTY: 711)

Subcontracted utilization management services

Conviva centers

Contact after hours or weekends:

786-618-7588 (TTY: 711)

Then follow these prompts:

Option 2: For the Conviva customer intake team – English

Option 9: For the Conviva customer intake team – Spanish

Fax requests to:

Option 3: To leave a peer-to-peer voicemail (available 24 hours, 7 days a week)

866-260-5742

Escalation contact:

For expedited requests

866-294-4940 (TTY: 711)

Utilization management

Pat Lau

260-452-0153 (TTY: 711)

Prior authorization requests and updates

877-779-9277 (TTY: 711)

Then follow these prompts:

Option 2: For new referrals

Option 3: To request a peer-to-peer

Subcontracted utilization management services

Health Network One (HN1) (Regions 6, 10, 11)

Contact after hours or weekends:

Special instructions for after hours

or weekends: Follow the HN1 message instructions to be connected to the on-call utilization management supervisor

888-550-8800 (TTY: 711)

Then follow these prompts:

Option 1: For primary care physicians and specialists

Option 2: For provider relations

Option 3: For specialty providers (related to claims)

Option 6: For compliance

Option 0: For all others

Escalation contact: Primary

Terri Epp

954-478-6469 (TTY: 711)

Escalation contact: Secondary

Katie Whitten

305-614-0126 (TTY: 711)

iCare Health Solutions

If you have any questions about our network of eye-care professionals or our services, please call our business office at **855-373-7627**.

Our regular business office hours are Monday through Friday, 8:00 a.m. – 5:00 p.m., Eastern time.

Premier Eye Care - Regions 1, 2, 3, 4, 5, 6, 7, 8, 9 (excluding Palm Beach)

Special instructions for after hours or weekends:

No authorizations required for emergency care, after-hours care, or weekend services. Emergency care, whether after hours or weekend, does not require authorization

Escalation contact: Primary

Dr. Michael Hecht

561-352-0840 (TTY: 711)

Escalation contact: Secondary

Dr. Afrouz Motedaeiny

954-478-1568 (TTY: 711)

Transportation (ModivCare)

ModivCare: Non-emergency transportation home upon discharge

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|---|--|
| For members who have managed medical assistance coverage through us: | 866-779-0565 (TTY: 711) Follow voice-activated prompts |
| For members who have long-term care coverage through us: | 877-564-0571 (TTY: 711) Follow voice-activated prompts |
| For BLS/ALS transport from facility to home: | 877-329-0413 (TTY: 711) |
| Hours of operation during nonholidays: Monday to Friday, from 8 a.m. – 5 p.m., Eastern time | |
| For members who have managed medical assistance coverage through us: | 866-779-0565 (TTY: 711) |
| For members who have long-term care coverage through us: | 877-564-0571 (TTY: 711) |

Escalation contact: Primary

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|---------------------------|--------------------------------|
| MMA: Jim Kelemen | 502-302-3938 (TTY: 711) |
| LTC: Stewart Smith | 502-580-0793 (TTY: 711) |

Escalation contact: Secondary

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|---------------------------|--------------------------------|
| MMA: Jim Kelemen | 502-302-3938 (TTY: 711) |
| LTC: Stewart Smith | 502-580-0793 (TTY: 711) |

Utilization management

Support provided: discharge planning

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|---|--------------------------------|
| Hours of operation during nonholidays: Monday to Friday, from 8 a.m. – 5 p.m., Eastern time | 866-856-8974 (TTY: 711) |
| Contact after hours or weekends: | 877-329-0413 (TTY: 711) |

Escalation contact: Primary

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|---|--------------------------------|
| Elaine Blunt, RN, Associate Director of Utilization Management | 813-465-1124 (TTY: 711) |
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Escalation contact: Secondary

| | |
|---|--------------------------------|
| Debbie Hicks, Director, Health Services | 352-769-7295 (TTY: 711) |
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To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP, please call **800-477-6931 (TTY: 711)**, Monday – Friday, from 8 a.m. – 8 p.m., Eastern time.

Humana Healthy Horizons in Florida **Provider Directories** and **Administrative Guides**