

Humana Healthy Horizons in Oklahoma Provider Resource Guide

Welcome to Humana Healthy Horizons® in Oklahoma, a Medicaid managed care program focused on improving the health and well-being of children and adults across the state.

Our provider resource guide includes tools and information to assist you in working with us. You can find updates to this provider resource guide at [Humana.com/HealthyOK](https://www.humana.com/HealthyOK).



Online self-service

A variety of provider resources are available at [Humana.com/Provider](https://www.humana.com/Provider). Medicaid-specific materials, communications and resources can be found at [Humana.com/OKDocuments](https://www.humana.com/OKDocuments), including:

- Provider manual
- Provider resource guide
- Quick reference guides
- Provider Relations representative contacts and territory map
- Transportation information
- Pharmacy
- Dental
- Vision
- Training for Relias—a web-based continuing education library—and other topics
- Behavioral Health Provider Toolkit

Contact information

Contact description	Contact information
Member/Provider Services contact center	855-223-9868 (TTY: 711) Monday through Friday, 8 a.m. to 5 p.m., Central time
Member 24-hour nurse advice line (available 365 days a year)	800-854-6619
Provider Relations	OKMedicaidProviderRelations@humana.com

Prior authorization (PA) assistance for medical procedures and behavioral health	855-223-9868 (TTY: 711) Monday – Friday, 8 a.m. – 5 p.m. Central time Humana.com/HealthyOK
PA for pharmacy	800-555-2546 Humana.com/HealthyOK
Medicaid case management	855-223-9868 (TTY: 711)
Fraud, waste and abuse	<p>Special Investigations Unit hotline: 800-614-4126 (24/7 access)</p> <p>Ethics help line: 877-5-THE-KEY (877-584-3539)</p> <p>Fraud, Waste and Abuse Humana 1100 Employers Blvd. Green Bay, WI 54344</p>
Tribal concierge unit	855-223-9868 (TTY: 711)
Member grievance and appeals	<p>Member Grievance and Appeals Humana P.O. Box 14546 Lexington, KY 40512-4546</p>

Claims submission

Humana Healthy Horizons accepts electronic and paper claim submissions. Initial claims must be submitted within 6 months of the date of service or discharge. Corrected claims must be submitted within 12 months of the date of service or discharge.

When filing an electronic claim, you will need to use 1 of the following payer IDs:

- **61101 for fee-for-service claims**
- **61102 for encounter claims**

Paper claims mailing address:

Humana Claims Office

P.O. Box 14359

Lexington, KY 40512-4359

Availity Essentials

Humana Healthy Horizons has partnered with Availity Essentials™ so you can access member and claim information for multiple payers with one login. With this multi-payer portal, you can interact securely with Humana Healthy Horizons and other participating payers without learning multiple systems or remembering different user IDs and passwords for each payer. To find out more, call Availity Essentials at 800-282-4548 or visit [Availity.com](https://www.availity.com).

Once logged into Availity Essentials, you can:

- Check eligibility and benefits
- Submit claims and check claims status
- Make preauthorization requests and review status
- View remittance advice
- Request electronic funds transfer (EFT)/electronic remittance advice (ERA)
- Access plan of care
- Manage overpayments
- Submit disputes and appeals

PA and referral process

PA requests can be submitted through [Availity.com](https://www.availity.com), via fax at **833-558-9712**, or over the phone by calling **855-223-9868**. A list of Humana Healthy Horizons services requiring PA can be found at [Humana.com/PAL](https://www.humana.com/PAL). You should request PA at least 14 days in advance of the service date.

Changes to this list will be posted on our website at least 45 days prior to the effective date of change.

Humana does not require a referral for in-network specialists.

Members can self-refer for the following services:

- Behavioral health services, including substance use disorder treatment
- Vision services
- Emergency services
- Family planning services and supplies
- Prenatal care
- Department of health providers, including mobile clinics
- Services provided by IHCPs to American Indian/Alaska Native members

Pharmacy lock-in program

The Oklahoma lock-in program is designed for members who would benefit from assistance managing their use of prescription medications. Members who meet the program requirements will be locked in to 1 pharmacy location, 1 primary care provider and 2 specialty providers as appropriate. Members are notified in writing and are allowed 30 days to select a pharmacy and provider. If members do not make a selection, one will be made for them.

Transportation

Humana Healthy Horizons covers nonemergency medical transportation for our members. This includes transportation for doctor appointments, dialysis, X-rays, lab work or other medical appointments. If you have a Humana Healthy Horizons-covered patient who needs access to nonemergency transportation, please call ModivCare at **877-718-4213** to schedule. Prior authorization is required.

Demographic updates

Contracted providers should notify Humana Healthy Horizons of legal and demographic changes at least 30 days prior to the effective date of the change to avoid claim and directory discrepancies.

Examples of changes requiring notification include:

- Change to the Tax Identification Number (TIN)
- Providers added to group
- Providers leaving group
- Service address changes (i.e., new location, phone or fax numbers*)
- Updates to public transportation access
- Standard hours of operation and after hours
- Billing address updates
- Credentialing updates
- Panel status
- Gender
- Languages spoken in office

Notification of changes should be sent to:

- Medical providers: OKMedicaidProviderRelations@humana.com
- Behavioral health providers: OKBHMedicaid@humana.com

** Data displayed within the online directory will reflect the most current information reported to Oklahoma Health Care Authority (OHCA).*

Behavioral health

Humana members have access to a behavioral health services hotline 24 hours a day, 365 days a year. Members can call **888-445-8742** for access. Members will be directed to the most appropriate intervention, and Humana Healthy Horizons will work with providers to authorize services and ensure continuity of care. The Oklahoma Mental Health Lifeline at 988 is open 24 hours a day, 7 days a week. For additional information on behavioral health, please visit our website at [Humana.com/HealthyOK](https://www.humana.com/HealthyOK).

Member ID cards

Your Humana Healthy Horizons-covered patients received member ID cards. Please ask members to present their current ID card at the time of service.

Humana Healthy Horizons. in Oklahoma

A Medicaid product of Humana WI Health Org. Ins. Corp

MEMBER NAME

MEMBER ID: HXXXXXXXXX

Medicaid ID#: XXXXXXXX

Date of Birth: XX/XX/XX

Group #: XXXXX

RxBIN: 610649

RxPCN: 03191505

PCP Name: XXXXXXXXXXXXXXXXXXXXXXXXXXXX

PCP Phone: (XXX) XXX-XXXX

SoonerSelect 

Directions for what to do in case of an emergency

In case of emergency; call 911 or go to the closest emergency room.

After treatment; call your PCMH within 24-hours or as soon as possible.

Member/Provider Services:

X-XXX-XXX-XXXX

TTY, call 711

24-Hour Nurse Advice Line:

1-800-854-6619

24/7 Behavioral Health Crisis HotLine:

1-888-445-8742

Pharmacy Rx Inquiries:

X-XXX-XXX-XXXX

Please visit us at: [Humana.com/HealthyOklahoma](https://www.humana.com/HealthyOklahoma)

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

Please mail all claims to:

Humana Medical

PO Box 14359

Lexington, KY 40512-4359