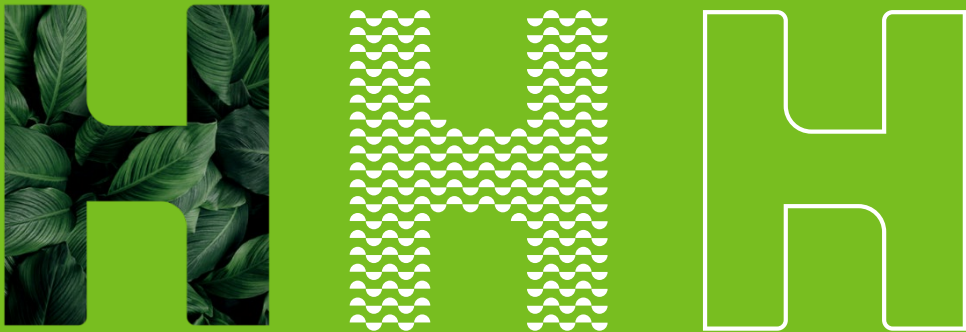




SoonerSelect and Humana Healthy Horizons in Oklahoma

Behavioral Health Provider Town Hall
March 8th, 2024



Humana Healthy Horizons in Oklahoma is a Medicaid product of Humana Wisconsin Health Organization Insurance Corporation.

395008OK0324 OKHM8DHEN0324



Meet your Oklahoma based team—here to serve you!

Humana Healthy Horizons in Oklahoma



Joseph Fairbanks,
Chief Executive Officer



Jennifer LaPerre,
Chief Operations Officer



Syeachia Dennis,
Chief Medical Officer



Xhileta Xhaja,
Director,
Quality Improvement



Christy Lawrence,
Director,
Provider Services



Mary Miller,
Director,
Health Services



Amy Batchelor,
Director,
Behavioral Health



Ron Sims,
Director,
Behavioral Health

Humana Healthy Horizons in Oklahoma

Provider Services team dedicated to behavioral health providers



Provider Relations representatives are responsible for day-to-day frontline relationship management for network providers, including provider training, education, triaging and responding to provider inquiries, and facilitating the resolution of issues or complaints. Provider Relations representatives serve as the primary point of contact for providers, manage provider onboarding and training, host regular meetings with select providers, and connect providers with other Humana experts as needed.



Claims educators are responsible for provider education on claims questions, common causes of denials and claims rework. These educators monitor claims matters for reoccurring issues and conduct root-cause analysis, identifying areas of opportunity for further education, such as high rates of claims denials or patterns of denied claims. Provider claims educators also work with Humana's internal teams to monitor providers after training to ensure any claims issues are resolved.



Behavioral health provider contact information:

Provider Relations toll-free phone number: **855-223-9868**

Email address: OKMedicaidProviderRelations@humana.com

Humana has more than 30 years of experience serving Oklahomans



Humana has proudly served Oklahomans since **1987** and is the only Medicare Advantage (MA) plan working statewide.



We currently serve **more than 278,000** Oklahomans in our Medicare plans, Dual Eligible Special Needs Plans (D-SNPs), TRICARE and prescription drug plans.



100% of Humana's health maintenance organization (HMO) MA members are enrolled in a 4-star-rated plan, including serving Medicaid beneficiaries via our D-SNPs, of which **100% of members are in a 4.5-star-rated plan**.



Humana has **a long history of successful partnerships with Oklahoma healthcare providers** to improve health outcomes. Partnerships include those with OSU Health, OU Health, Ardent Health Services, Mercy, Integris, SSM Health, St. Francis and many more.



Humana's local presence will grow even stronger upon award of a Medicaid contract, with **over 550 new jobs in Oklahoma**—an estimated \$59 million in payroll.



We have **dozens of community partnerships—focused on improving population health and health equity**—that address the specific needs of Oklahoma's Medicaid population.



Humana is committed to our provider partnerships



Accessible tools and resources

- EPIC
- EmpoweredCare+
- Availity Essentials™
- Health information exchange connectivity



Dedicated and local support

- Local Provider Relations representatives
- Provider Claims educators and Provider Engagement representatives



Ease of doing business

- Credentialing
- Prior authorizations
- Orientation/onboarding
- Membership management
- Value-based contracting

Our efforts are paying off



In 2021, our Florida Medicaid Provider Satisfaction Survey showed 98% of providers were satisfied with our claims submission process.



In 2021, Humana's Florida Medicaid plan paid 98.6% of clean claims within 14 days—exceeding state requirements.



During 2021, Humana credentialed over 210,000 providers across our Medicaid markets and over 3,500 providers in Oklahoma.

Participation in the Humana Healthy Horizons provider network

If you are not already contracted with Humana Healthy Horizons® in Oklahoma and would like to join our network:



Call:

- **855-223-9868**, Monday through Friday, 8 a.m. to 5 p.m., Central time

Email:

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

A dedicated contractor will be assigned to walk you through the contracting process and collect your credentialing documents.



Welcome to the Humana Healthy Horizons in Oklahoma network

To help healthcare providers transition to managed care, we will roll out a series of provider onboarding and training opportunities:

- Town halls and virtual forums
- Office hours: Zoom virtual meetings
- One-on-one outreach by assigned Provider Relations representatives
- New provider orientation virtual and/or in-person webinars
- Self-paced educational modules offered through Relias, an e-learning platform for healthcare
- Provider-specific resource guides
- Quick start guides on various topics

Note: More information will be available through your Provider Relations representative and on the Humana Healthy Horizons in Oklahoma website.



If you have any questions or concerns, please call **855-223-9868**, Monday through Friday, 8 a.m. to 5 p.m., Central time.

Navigating managed care in partnership with Humana Healthy Horizons

SoonerSelect is a new health delivery model in Oklahoma that begins April 1, 2024.



Members* will consist of:

- Children
- Low-income parents
- Pregnant women
- Adults ages 19–64
- American Indian/Alaska Native members, who will have the option to enroll in a SoonerSelect plan



Enrollment:

- Open enrollment will start 60 days leading up to the program's go-live date of April 1, 2024. Once live, members will choose their plan upon application.
- Oklahoma Health Care Authority (OHCA), or its designee, will educate the eligible participant on the program and provide choice counseling on enrollment options.
- Those who do not select a plan will be auto assigned.
- Participants will have 90 days after enrollment to change managed care organizations (MCOs) if they desire.
- Open enrollment is yearly; if members do not choose a new MCO, they will remain with their current MCO.



Patient-centered medical home (PCMH) payments:

- If a provider is enrolled in the state's PCMH program at implementation of SoonerSelect, Humana will continue to administer payments through the end of 2024.

* OHCA determines a member's eligibility and will provide eligibility information to Humana.

Navigating managed care with Humana Healthy Horizons (cont.)

Availity Essentials

Availity Essentials is the Humana Healthy Horizons provider portal. Through Availity Essentials, you have access to:

- Patient management
- Claims management and status
- Provider engagement
- Authorization and referral management
- Electronic funds transfer (EFT) and electronic remittance advice (ERA) enrollment

Prior authorization

Prior authorization (PA) requests can be submitted as follows:

- Visit Availity Essentials and complete an authorization request.
- Call Humana and follow the menu prompts for authorization requests, depending on your needs.
- Fax a request to Humana.

Humana Healthy Horizons will utilize the state-approved PA forms. These forms can be found online at our website. (The website is coming soon.)

A full list[†] of services requiring PA can be found at [Preauthorization and notification lists for healthcare providers – Humana.](#)

[†] Our list is subject to change, and changes will be posted 45 days prior to the effective date of change.

Navigating managed care with Humana Healthy Horizons (cont.)

Timely payment requirements:

- Clean claims: 90% of clean claims to be paid within 14 days of receipt
- 99% of clean claims paid within 90 days
- Unclean claims: Denial in writing within 7 days of receipt of claim and what documentation is needed to adjudicate the claim (through resubmission of claim)

Timely filing:

- Provider to submit all claims within 6 months of date of service
- Exceptions for resubmission within an additional 6 months

Continuity of care:

- 90 days

Centers for Disease Control and Prevention (CDC) data:

- OHCA has determined Humana is no longer required to collect CDC data; therefore, CDC forms will not be required as a condition of claims payment.

Solari: Behavioral health services hotline for emergency crisis services

- Solari is Humana's behavioral health services hotline (crisis line) vendor, available by calling **888-445-8742**.
- Solari is the state of Oklahoma's 988 vendor.
- Solari is available 24 hours a day, 7 days a week, 365 days a year.
- Eligible members have access to a wide range of voluntary crisis services, which:
 - Provide support to members who are emotionally distressed and/or having thoughts of suicide
 - Work to de-escalate mental health emergencies
 - Help to target treatment resources that meet members' individualized crisis needs

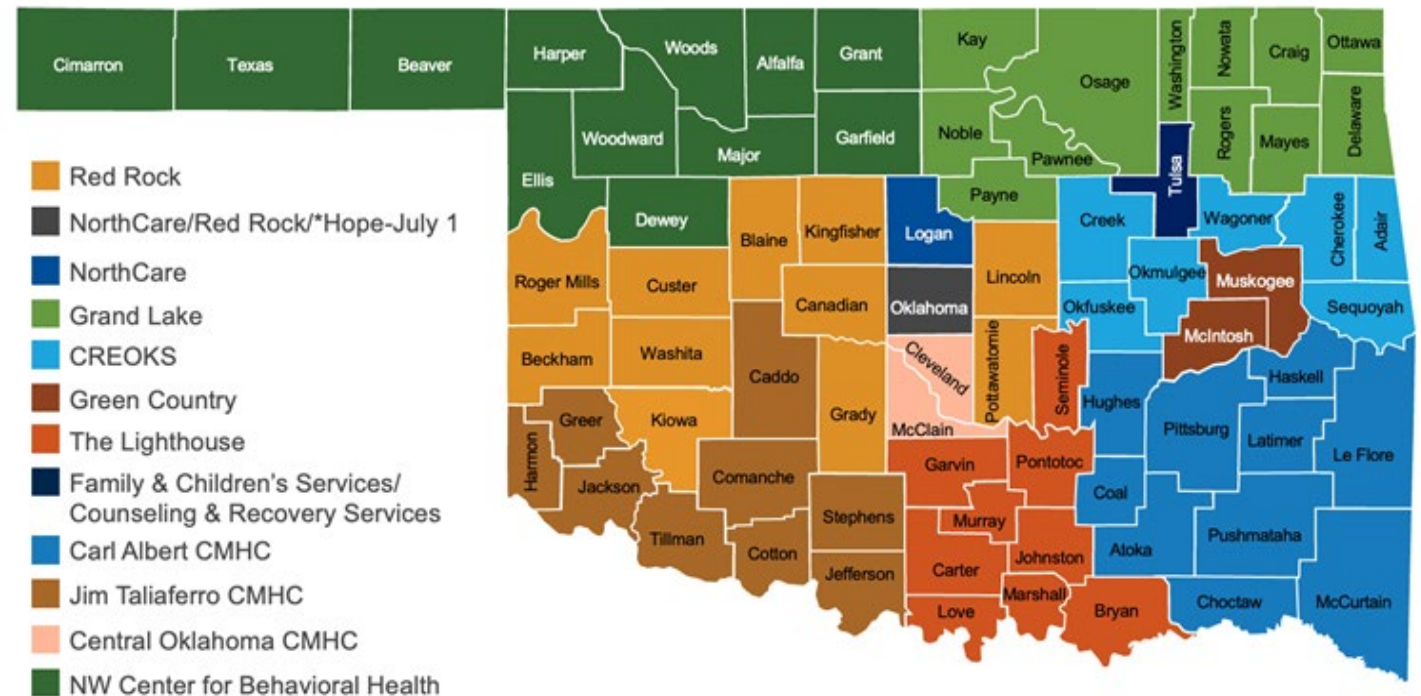
Treating members' needs in their entirety, including behavioral health support

Certified Community Behavioral Health Clinics (CCBHCs) offer a variety of services, including:

- Behavioral health assessments
- Individual, family and group counseling
- Medication management
- Psychiatric consultations
- Psychiatric social rehabilitation
- Substance use services including medication assisted treatment
- Crisis services

Statewide CCBHCs

(Certified Community Behavioral Health Centers)



Case management overview

Humana Healthy Horizons will offer case management services to adults and children requiring support to manage their clinical care and social determinants of health (SDOH)-related needs.

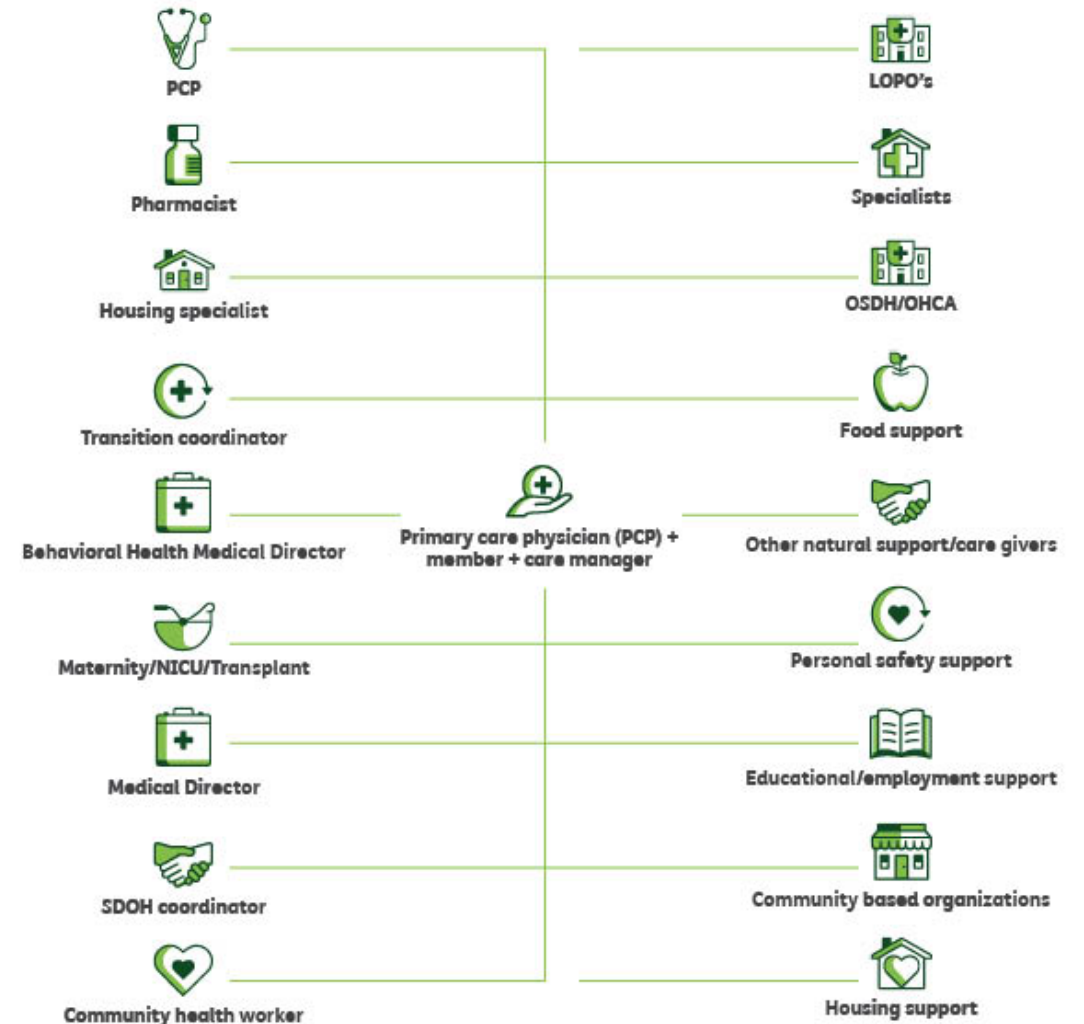
Care managers will coordinate services with other state agencies and programs, as well as providers offering case management services.

Direct access for member care management referrals and needs assistance is available Monday through Friday, 8 a.m. to 5 p.m., Central time.

Call: **855-223-9868**

Fax: **877-473-0056**

Email: OKMCDCaseManagement@humana.com



What to expect as a participating provider with SoonerSelect and Humana Healthy Horizons in Oklahoma



February 2024

Weekly office hours/Zoom virtual meetings: Sign in to a virtual meeting room monitored by Provider Relations representatives to ask questions and get immediate answers.

Individual outreach by a Provider Relations representative: Regionally assigned Providers Relations representatives will reach out and serve as your primary contact for all things Humana Healthy Horizons.

March 2024

Provider town halls and virtual forums: In-person, all-provider town halls and specialized town halls for behavioral health and American Indian/Alaska Native providers will be available in March.



Questions?

- Call Provider Services at **855-223-9868**, Monday through Friday, 8 a.m. to 5 p.m., Central time.
- Physical health providers can email [**OKMedicaidProviderRelations@humana.com**](mailto:OKMedicaidProviderRelations@humana.com).
- Behavioral health providers can email [**OKBHMedicaid@humana.com**](mailto:OKBHMedicaid@humana.com).



Humana
Healthy Horizons®
in Oklahoma

Sooner**Select** ➤