

# Humana

Healthy Horizons™  
in Ohio

## Provider Orientation and Training Supplement

Partners for Kids and Affiliated Groups

February 2023

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

Humana®





# Provider Engagement Contacts

## Primary Contacts

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## Leadership Contacts

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# Key Information

## Population Served

PFK will serve all Humana Medicaid members less than age 19 (CFC) or less than age 21 (ABD or AFK) residing in the PFK coverage area.

## Care Management

Please submit all care management referrals to PFK using their standard processes.

## Coverage Area

PFK will serve Humana Medicaid members residing in its West Central, South Central and Southeast regions which cover 47 of Ohio's 88 counties.

## Utilization Management

Please submit all prior authorization (PA) requests to Humana for processing and approval.



## Claims

Humana is responsible for adjudication and payment of claims for all PFK members. Please follow the claim submission guidelines outlined in our Provider Manual for EDI and direct-data entry through Availity Essentials.


# Medicaid Re-Enrollment

## Background:

- During the Public Health Emergency for the COVID-19 pandemic, Medicaid re-enrollment was on pause. People could join Medicaid but could not lose their coverage.
- Re-enrollment packets have begun to be distributed. Members will have 60 days to return their packet.
- Members who do not return their completed packet or do not meet eligibility criteria may lose coverage as early as April 2023.

## Next Step:

- **Please encourage your patients to update their contact information** with the Ohio Department of Job & Family Services so they are informed when it's time to enroll in Medicaid.
- A variety of patient and provider-facing resources are available [here](#).



Do you have Medicaid coverage through Buckeye, CareSource, Molina, Paramount or United Healthcare Community insurance?

Has your address or phone changed lately?



Update your contact information with Medicaid, so you can keep your coverage.

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**4 Ways to Update Your Info:**  
*Have your case number or Social Security number available.*

1. 🌐 Go to your Medicaid plan's website.  
CareSource: [my.caresource.com/](https://my.caresource.com/)  
Molina: [molinahealthcare.com/members/oh/en-US](https://molinahealthcare.com/members/oh/en-US)  
United Healthcare Community: [member.uhc.com/communityplan](https://member.uhc.com/communityplan)  
Buckeye Health Plan: [buckeyehealthplan.com/members.html](https://buckeyehealthplan.com/members.html)
2. 📱 Go to [ssp.benefits.ohio.gov](https://ssp.benefits.ohio.gov) or scan the QR code.  
- Select "Access my cash, food, medical or child care assistance."  
- Select "Report a Change to My Case" from the dropdown and follow the prompts.
3. 📞 Call (844) 640-6446
4. 📍 Visit your county's Jobs and Family Service Office.

Need additional help?  
Contact Get Covered Ohio at [GetCoveredOhio.org](https://GetCoveredOhio.org)



# Automatic Re-Enrollment

If patients are currently receiving at least one of these benefits, they will be automatically re-enrolled in Ohio Medicaid. [Please encourage patients who may be eligible to apply.](#)

## Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

The WIC program helps eligible pregnant and breastfeeding women, women who recently had a baby, infants, and children up to 5 years of age by providing nutrition education, breastfeeding education/support, and access to supplemental, highly nutritious foods such as cereal, eggs, milk, whole grain foods, fruits and vegetables, and iron-fortified infant formula.

### WIC Program Eligibility Requirements:

- 185% of the federal poverty limit
- Ohio resident
- Determined by a medical/nutritional professional to be at medical or nutritional risk

Find your local WIC clinic by [clicking here](#).

## Supplemental Nutrition Assistance Program (SNAP)

The SNAP Program helps eligible low-income Ohioans stretch their food budgets and buy healthy food. These benefits are distributed electronically through the Ohio Direction card, which is similar to a debit card.

### SNAP Program Eligibility Requirements:

- Gross Monthly Income at or below 130% of the Federal Poverty Limit, or Net Monthly Income at or below 100% of the Federal Poverty Limit
- U.S. Citizen or Legal Resident

For more information on the Ohio SNAP program and how to apply, [click here](#).\*

\*This application allows individuals to apply for both SNAP and Medicaid.