



Humana | Healthy Horizons™ in Louisiana

Medicaid Clinical Model

Special Population: Chisholm

Population: All current and future beneficiaries of Medicaid in the State of LA < 21 who are now on or will in the future be placed on the Developmental Disabilities Request for Services Registry

Responsibilities: Assist in locating providers within **10 working days** and verify services begun promptly; Notifications (letters) to provider, member and LDH PAL; Voicemails must be returned within **1 business day**; Requires manual reporting of referrals coming to MCO; Pivotal collaboration with UM/state agencies

Humana- Chisholm CM Prior Authorization Liaison (PAL) Review

