

Humana

Healthy Horizons™ in Louisiana

Louisiana Medicaid Clinical Model

Special Population: Coordinated Systems of Care (CSoC) Care Management Process

✓ **Pathways to CM:** Member Service referral activity to a work queue, 834 file routes to a work queue via BRE, or current member referred to CSOC work queue or Primary Care Manager
Population: Louisiana Medicaid members aged 5 - 20 years old with non-inpatient Behavioral Health needs

