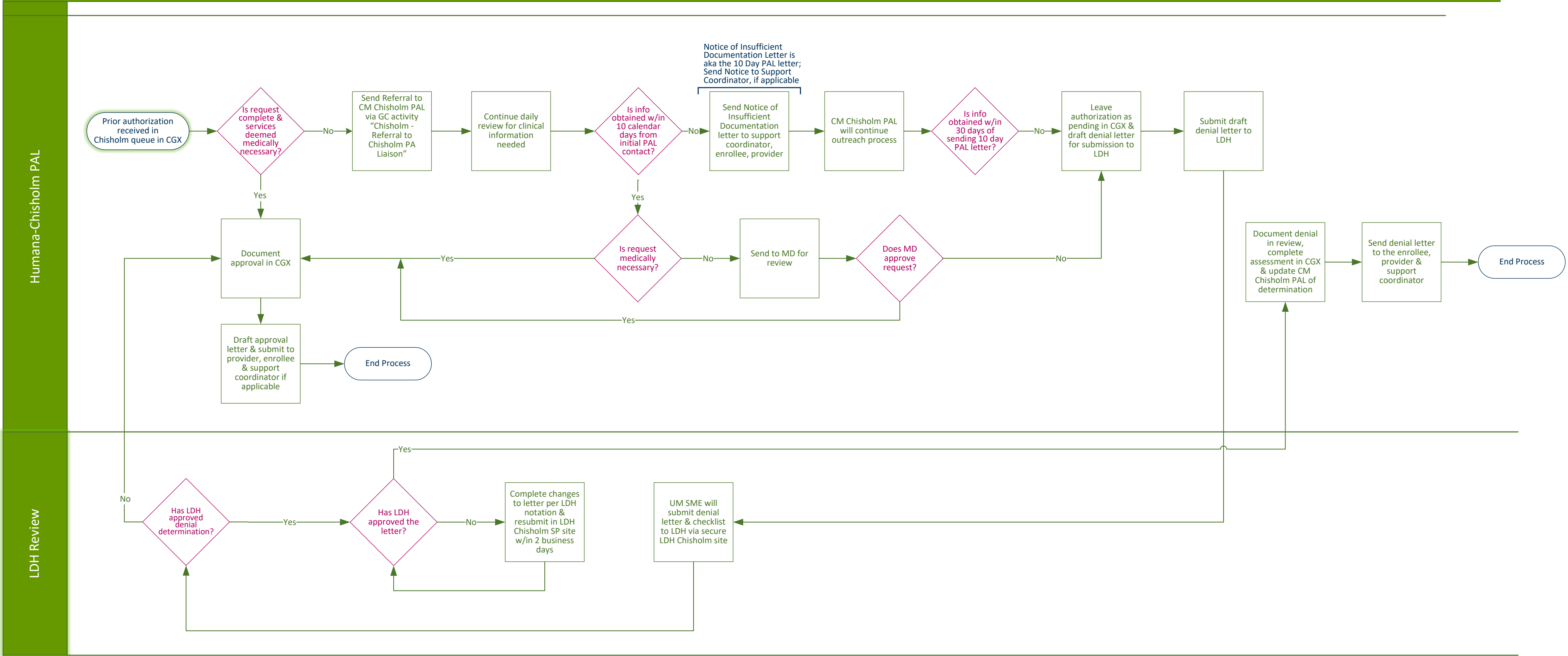


Humana Louisiana Medicaid Clinical Model
Humana Healthy Horizons in Louisiana- Chisholm Prior Authorization Liaison (PAL) process



- Note:**
- All Chisholm Letters and Notifications must utilize specific Chisholm Notice Letters for both approvals and denials. All must also be submitted to Enrollee, Provider, and Support Coordinator (if applicable).
 - For all Chisholm denials, partial denials, and partial approvals, the notices must be sent to Louisiana Department of Health (LDH) Chisholm Compliance staff for review and approval prior to being sent to the member.
 - Not all Chisholm Class Members (CCM) will have Support Coordinators, verify via LSCIS web page
 - LAMCDChisholmPALiaison@humana.com & Fax2Mail # 1-833-797-0293