

Humana Healthy Horizons™ in Louisiana

Request #: UM.2

Requested Information: Following the example below, complete the following staffing table, including staff working on the LDH contract from the corporate/central office to the local MCO, including any sister entities, subcontractors, or delegates:

Humana Healthy Horizons in Louisiana Response:

Network Medical Review doesn't follow a specific staffing plan. Our service is very narrow in scope, i.e. we provide peer review determinations for initial determinations and appeals. As such, we maintain a panel of physicians to conduct those reviews, but because volume and licensure/specialty requirements vary significantly, there is no way to maintain a specific staffing plan. Our panel is not dedicated to any one client. Additionally, in the event a resource is not available to complete a review, Humana would default to alternate resources to complete the necessary review.