

# Humana Healthy Horizons™ in Louisiana

**Request #:** UM.3

**Requested Information:** Provide the staffing plan and overview of how the MCO and/or its delegate(s)/subcontractor(s) determines the appropriate number of staff. Include afterhours, weekend and holiday staffing.

## **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.