

Get to Know Our New Health Plan: Humana

Member: Frequently Asked Questions (FAQs)



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Cardinal Care Managed Care (CCMC) (Virginia Medicaid) Transition

What is Humana Healthy Horizons?

Humana Healthy Horizons is a new health plan in Virginia Medicaid's Cardinal Care Managed Care program.

When can I join Humana?

- You can join Humana at any time during the CCMC Health Plan Selection Period from June 18 to September 30, 2025.
- The CCMC Health Plan Selection Period is a one time enrollment period during the transition to the new CCMC contract. During this time, you can review your health plan options and choose to remain in your current plan (new assigned plan for Molina members) or select a different health plan.
- Open enrollment is the time when members may change your health plan for any reason. Regular open enrollment will start October 1, 2025. Open enrollment dates will depend on where you live.
- You can download the new Cardinal Care Mobile App by searching for "Virginia Cardinal Care" on Google Play or the App Store:
 - [Apple AppStore](#)
 - [Google Play Store](#)
- You can also visit the Cardinal Care Enrollment Broker website at <https://virginiamanagedcare.com> to enroll or
- You can call the managed care helpline at 1-800-643-2273 (TTY: 1-800-817-6608), Monday–Friday, 8:30 a.m. – 6:00 p.m. for assistance selecting a different health plan.

When do enrollment changes take effect?

- If you select a plan by the 18th of the month, it will start on the 1st of the next month.
- If you select after the 18th, it starts the month after the following month.

What happens to me if I'm a Molina member?

- You should have received a letter telling you that you will be enrolled in Humana automatically or that you can choose a different plan. Molina members who have not selected a health plan, were automatically moved to Humana on July 1, 2025. You can still switch plans until September 30, 2025, if you choose to. The letter you received describes how you can choose a different plan. Humana will work with Molina to make sure your care continues without any problems during the change. Humana will honor your current authorizations for 60 days.

As a Molina member, what if I have an appointment with my doctor after July 1st?

Humana is allowing a 60-day continuity of care period for Molina members to continue to see your doctor. You can present your Cardinal Care Managed Care card or your Medicaid ID number. We encourage you to check with your provider.

What if my provider refuses to bill Humana?

Humana can assist you in finding a new provider who is in-network. You also have the right/choice to research and change health plans that your provider accepts. If you choose to change health plans, you can download the new Cardinal Care Mobile App by searching for "Virginia Cardinal Care" on Google Play or the App Store:

- [Apple App Store](#)
- [Google Play Store](#)
- You can also visit the Cardinal Care Enrollment Broker website at <https://virginiamanagedcare.com> to enroll or
- Call the managed care helpline at: 1-800-643-2273 (TTY: 1-800-817-6608), Monday–Friday, 8:30 a.m. – 6:00 p.m. for assistance selecting a different health plan.

What card can I use while I wait for my Humana card?

You can use your [Medicaid card](#) or Medicaid ID.

If I switch plans after June 18, what happens?

You'll stay with Humana until the 1st of the next month. For example, if you switch on June 19, Humana covers you until July 31st, then your new plan starts.

What if my doctor isn't in Humana's network?

Humana is allowing a 60-day continuity of care period for Molina members to continue to see your doctor. Humana can work with your doctor to enroll with Humana. If your doctor chooses not to join Humana's network, Humana will help you find a similar doctor.

If I switch from Molina to Humana, do my attendants need to do anything?

Attendants will not need to do anything as Humana has a continuity of care period for 60 days and the care team will be working with the members to assess their needs to be able to extend ongoing authorizations.

Benefits, Care, and Resources

How can Humana help me?

Humana offers various resources, including:

- Access to a variety of providers that you can search for here: [Find Care | Humana](#)
- 24/7 Wellness app ([Go365](#))
- [24/7 Nurse advice/Crisis Line](#)
- Dedicated care managers who will work with you and your caregiver on your healthcare needs
- Personalized member programs including Humana Beginnings (a maternity care management program) and Peer Support Programs.

Does Humana have enhanced benefits?

Humana offers a variety of Enhanced Benefits designed to enable person centered solutions. Care managers, in collaboration with Provider Relations Representatives are available to work with members to ensure these benefits are being utilized by your members.

Healthy Families:

- Convertible Car Seat or Portable Crib
- Parent/Guardian Self Care Allowance
- Produce Box for Maternal Care
- Youth Development and Recreation Allowance

Quality of Life:

- Fall Prevention Kit
- Home-Based Virtual Assistance Technology
- Personal Emergency Response System (PERS)

Convenient Care:

- Over the Counter Pharmacy Allowance
- Post Discharge Meals
- Chiropractic Services

Preventive benefits:

- Weight management coaching
- Tobacco and Vaping Cessation
- Go365 Wellness Platform
- Additional Hearing and Vision benefits

To see a full list of enhanced benefits members may go to [Humana's Member Handbook](#) or call member services at: 844-881-4484 (TTY: 711).

What dental benefits does Humana offer?

All health plans, including Humana, use DentaQuest via [Cardinal Care Smiles](#). To search for a dentist near you, it may be best to use the [DentaQuest Find a Dentist](#) | [DentaQuest](#) tool.

What vision benefits does Humana offer?

Humana's vision provider is EyeMed. To find a provider, use their tool: [Find an In-Network Eye Doctor - Humana](#). If you have any questions please call Humana's member services at: 844-881-4484 (TTY: 711).

What transportation benefits does Humana offer?

Humana offers nonemergency transportation via ModivCare for a variety of transportation needs including: to and from medical appointments, your house of worship, grocery shopping, libraries, and social assistance visits such as WIC. For these types of visits, the number of trips is unlimited.

Need to arrange transportation?

Call Modivcare 877-718-4215 (TTY:711), Monday – Friday 8 a.m. -- 8 p.m. Eastern time

How do I find a provider or pharmacy?

You can find a provider or pharmacy by accessing the [Find Care | Humana](#) webpage. You can also find a provider by visiting the [Virginia Managed Care](#) website.

How do I find out what medications are covered?

Your Humana Healthy Horizons in Virginia plan covers a full range of safe and effective medicines. These medicines are part of a formulary, or Preferred Drug List (PDL). The medicines on the PDL are available at no cost to you. Your doctor will use the PDL to choose the best medicine to treat you and your condition.

[Preferred Drug List - English](#)

[Preferred Drug List - Spanish](#)

What if I do not see my medication on the list?

Some medications may not be listed on the Preferred Drug List (PDL) or may require additional approval before they can be dispensed. This process is known as prior authorization. If prior authorization is required for a medication, your healthcare provider can assist by submitting the necessary documentation for review. Once the request is evaluated, you and your provider will be notified of the decision.

What if my medications are not covered?

If you have a medication that is not covered, your doctor may request a prior authorization to cover the medication.

If a prescription requires prior authorization, only your doctor can submit the request on your behalf. Your doctor can contact Humana Clinical Pharmacy Review (HCPR) as follows:

- **By phone:** 800-555-2546 (TTY: 711), Monday through Friday, 8:00 a.m. – 6:00 p.m. Eastern Time.
- **By fax or mail:** Your doctor may visit the [Provider Prior Authorization webpage](#) to:
 - Complete the pre-authorization form.
 - Submit a statement of medical necessity, specific patient medical information, or peer-reviewed literature relevant to the request, if needed.

If you have questions regarding prior authorization or your pharmacy benefits, you may contact Customer Care at 844-881-4482, Monday through Friday, 8:00 a.m. – 8:00 p.m. Eastern Time.

How do I know how much my covered prescriptions are going to cost?

There are no copayments. You will not have to pay for covered medicines your doctor prescribes for you.

I previously used a mail-order or specialty pharmacy. What do I need to do to continue with Humana?

Humana Healthy Horizons' pharmacy network includes CenterWell and CenterWell Specialty Pharmacy for mail-delivery services.

- For questions about your mail order prescriptions, you can contact CenterWell Pharmacy at 800-379-0092 (TTY: 711), Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern Time.
- For questions regarding mail order specialty prescriptions, contact CenterWell Specialty Pharmacy at 844-486-2668 (TTY: 711), Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern Time.

To locate other network mail order pharmacies, please sign in to your MyHumana account on [Humana.com](#). Select "View coverage & benefit details," then click "Find a pharmacy" under Pharmacy tools & resources.

If I have a service authorization with Molina, what do I do?

You do not need to do anything. Humana will honor existing service authorizations for 60 days. After the continuity of care period ends, your provider will need to submit a new authorization to Humana.

Member Support and Contact Information

Where can members go for assistance?

You can chat with Humana through your MyHumana account. If you don't have a MyHumana account, [create one today \(opens in new window\)](#).

Live chat is available based on hours of operation, representative availability, and member eligibility.

[Yes, I want to chat](#)

Humana's online chat feature gives you:

- Easy access to information
- Live help from a Humana representative
- A faster way to get answers

Call Humana Healthy Horizons in Virginia

844-881-4482 (TTY: 711)

Monday – Friday, 8 a.m. – 8 p.m., Eastern time

To submit grievances or appeals by mail:

Humana Healthy Horizons Virginia

Grievance and Appeals

PO Box 14163

Lexington, KY 40512-4163