Moms First provides your patient with a team of support nurses who have an extensive background in maternal health. Your patient can talk with the nurses throughout her pregnancy for support and education.

Moms First also can assist you with:
- Resources for substance abuse or mental health concerns
- Support for your treatment plans for high-risk patients
- Referrals to community-based programs and resources

Do you have a new Humana patient who is pregnant? Please complete the Notification of Pregnancy form and fax or email it to Moms First using the contact information on the form at http://apps.humana.com/marketing/documents.asp?file=2787759.

How to reach Moms First
- **Dedicated phone line:** 1-800-322-2758, ext. 1500290 Monday – Friday, 8:30 a.m. – 5 p.m. Eastern time
- **Mailbox:** FL_MMA_OB_Referrals@humana.com
- **Fax number:** 1-833-890-2308

Healthy Behaviors
(Member Incentive Program)
Moms can earn rewards through our Healthy Behaviors Program through enrollment into Moms First. For more information, refer patients to our Moms First program by calling or emailing us.

Behavioral Health
Our behavioral health vendors provide coordination of behavioral health and substance abuse services. The American College of Obstetricians and Gynecologist (ACOG) recommends screening for substance use early in pregnancy and at the first prenatal visit as a part of comprehensive obstetric care.

**Beacon Health Options:** Regions 3 – 11
Phone: 1-800-221-5487
Email: beacon_CM@beaconhealthoptions.com

**Access Behavioral Health:** Regions 1 and 2
Phone: 1-866-477-6725
Fax: 1-850-469-3661
Email: abhhbreferral@bhcpns.org

Breast Pumps
Hospital grade and non-hospital grade breast pumps are a covered benefit for new mothers. Both require an OB-GYN referral to be submitted to one of the contracted vendors.

**Request an authorization/referral from Humana using either of the following options:**
- Call 1-800-523-0023. State that the reason for the call is to request authorization or referral for a pregnant Medicaid enrollee.
- Fax your request to 1-813-321-7220.

**Once you have obtained an authorization for a hospital grade breast pump or need a non-hospital grade breast pump,** contact one of the following contracted vendors prior to the due date to ensure delivery once the baby is born:
- CCS Medical: (Regions 1 – 8)
  Phone: 1-877-531-7959
- One Homecare Solutions: (Regions 9 – 11)
  1-855-441-6900, fax 1-855-441-6941

Circumcision
Circumcisions are covered up to 28 days of age at no cost to the patient/parent and no need for medical necessity. Beyond 28 days, coverage will be based on medical necessity.

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Nutrition Counseling
As part of Humana benefits, members are eligible for nutrition counseling sessions.

Independent Living Systems (ILS): Statewide
Phone: 1-844-212-7523
Fax: 1-305-779-3726
Email: nutrition@ilshealth.com

Transportation Assistance
As part of Humana benefits, free transportation service is available for use to and from medical appointments. Please provide at least two days advance notice prior to appointments to coordinate services.

LogistiCare: All Regions
Phone: 1-866-779-0565
Reservation hours: Monday – Friday, 8 a.m. – 5 p.m. Eastern time

Other Important Numbers
- Humana customer service: 1-800-477-6931
- Humana Clinical Intake Team/preauthorization: 1-866-856-8974, fax 1-813-321-7220
- Humana Pharmacy preauthorization: 1-800-555-2546, fax 1-877-486-2621
- HumanaFirst 24-hour Nurse Line: 1-800-530-1446
- Department of Children and Families (DCF): 1-866-762-2237
- Medicaid Choice Counseling (enrolling baby in plan): 1-877-711-3662