



4030 Boy Scout Blvd., Suite 100
Tampa, FL 33607

September 8, 2016



Northwest Focal Point Senior Center District T2 P1
6009 NW 10th St
Margate, FL 33063-3619

Dear Health Care Provider:

We're sending this letter to let you know about a change in the name of our Florida Medicaid plans, which will be effective Oct. 1, 2016.

Humana Family and Humana American Eldercare will now be known as **Humana**. For information regarding where to send claims, refer to the back of the member's ID card.

What you need to know:

- **Member benefits will stay the same.** These include member responsibility, as well as what is covered or not covered.
- **Only existing Long-Term Care and Medical Plan members will receive a new ID card.** The primary change to our ID cards will be the plan name. You may accept ID cards with the old or new plan names.
- **Claim filing/payment will not change.** Claims should continue to be filed in the same manner as always.

If you have questions, please contact us by calling 1-561-860-8660 or by emailing communityoutreach@humana.com.

Thank you for your continued care of our members.

Sincerely,

Irene Lord
Market Vice President, Market Medicaid Program

Enclosure: Humana member ID card samples

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10/23/2015

Dear Health Care Provider:

Humana American Eldercare is transitioning to a remote work-operational structure for its internal associates. Below is updated contact information for our regional provider contracting representatives:

Regional contact	Contact phone number
Region 1: Jenny Womack	Cell: 1-850-324-3195
Region 2: Fran Pybus	Cell: 1-850-544-5522
Region 3: Audrey Watkins	Cell: 1-352-598-1187
Region 4: Kelly McVinney	Cell: 1-386-523-6638
Region 5: Betsy Dennis	Cell: 1-727-215-5953
Region 6: Sean Kline	Cell: 1-813-294-8955
Region 7: Lashonda Mills	Cell: 1-407-580-6918
Region 8: Michael DeWeese	Cell: 1-239-887-9382
Region 9: Marianne Hall	Cell: 1-561-558-3078
Region 10: Stacie Bertram	Cell: 1-954-649-7409
Region 11: Cyndi Guerra	Cell: 1-786-779-0346

The provider customer service helpline is 1-888-998-7735.

Thank you for being an active provider in our network and for providing care, products and services to our members.

Sincerely,

A handwritten signature in black ink, appearing to read "Ed Miller". The signature is stylized with a large, looped "E" and a cursive "Miller".

Ed Miller

Director of Provider Relations