



# Language Assistance and Other Accessibility Services

**Humana**  
Healthy Horizons<sup>®</sup>  
in Kentucky

We're all responsible for breaking down language barriers and increasing access to resources.

**Improved communication with our patients and enrollees can:**

- ✓ Improve health outcomes
- ✓ Increase safety and adherence
- ✓ Lead to more efficient office processes, resulting in time and money saved
- ✓ Increase physician and patient satisfaction
- ✓ Reduce malpractice risk

Hospital and non-hospital providers are required to abide by federal and state regulations related to the sections 504 and 508 of the Rehabilitation Act, Americans with Disabilities Act (ADA), Executive Order 13166 and Section 1557 of the Affordable Care Act (ACA) in the provision of effective communication; this includes in-person or video-remote interpretation for deaf patients and over-the-phone interpretation with a minimum 150 languages available for non-English speakers.

Humana Healthy Horizons in Kentucky also supports providers with ways to communicate more effectively with our Medicaid members.

# Humana Healthy Horizons Accessibility Services

Enrollees and providers needing assistance with language interpretation or translation services, including American Sign Language, or any other accessibility services may call 877-320-2233. Your call will be directed to a Humana associate (not a phone tree) who will assist.

Click the image on the right to access the printable flyer.

More information can be found at the following locations:

## Enrollee/Member Resources:

- [Humana Kentucky Medicaid Enrollee Handbook](#)
- [Accessibility Resources](#)

## Provider Resources:

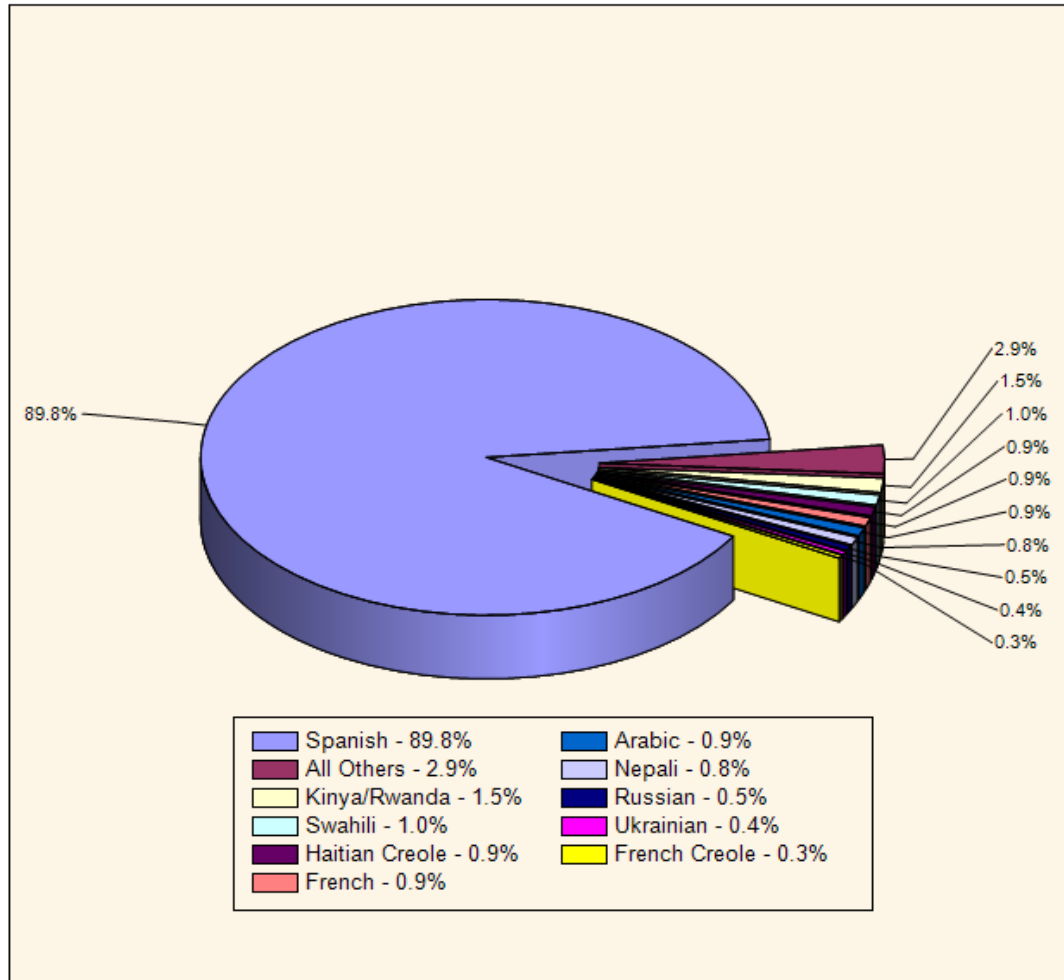
- [Provider resources: Language assistance and diversity](#)
- [Humana Kentucky Medicaid Provider Manual](#)



Still have questions about Humana's language assistance requirements? Please call Humana at the phone number above or the number listed on the Humana Enrollee ID card or send an email to [accessibility@humana.com](mailto:accessibility@humana.com). You may also send a letter to *Humana P.O. Box 14546 Lexington, KY 40512-4546*

# Humana Healthy Horizons in Kentucky Language Assistance Utilization (October 2023-October 2024)

PERCENT OF CALLS BY LANGUAGE  
Top 10 Languages



Description	Calls
Spanish	7,123
Kinya/Rwanda	117
Swahili	82
Haitian Creole	74
French	71
Arabic	69
Nepali	65
Russian	40
Ukrainian	30
French Creole	27
American Sign Language	23
Burmese	23
Vietnamese	21
Polish	17
Hindi	12
Karen	11
Korean	11
Gujarati	11
Mandarin	10

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