



Tools and Resources

for Physicians and Other Healthcare Providers

Making It Easier

for Physicians and Other Healthcare Providers

[Humana.com/MakingItEasier](https://www.humana.com/MakingItEasier)

This document provides an inventory of commonly used self-service tools and resources Humana created to make it easier for you to find the information you need. The information is categorized by function, to guide you more directly to what you need.

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Eligibility and Benefits

Overview	<ul style="list-style-type: none"> • Check the patient’s benefits • Identify an HMO patient’s primary care provider • Obtain your patient’s ID number by searching by Medicare Beneficiary Identifier 	<ul style="list-style-type: none"> • Found at Availity.com → Patient Registration → Eligibility and Benefits Inquiry
Humana ID card	<ul style="list-style-type: none"> • View and/or print a patient’s ID card 	<ul style="list-style-type: none"> • Found at Availity.com → Payer Spaces → Humana Applications → View ID Card
Member summary	<ul style="list-style-type: none"> • Access a 365-day summary of a patient's medical history for specific, clinically relevant information 	<ul style="list-style-type: none"> • Found at Availity.com → Patient Registration → Eligibility and Benefits Inquiry
Patient care summary	<ul style="list-style-type: none"> • Download medical history by entering a date range (Summary includes a history of radiology and immunization). 	<ul style="list-style-type: none"> • Found at Availity.com → Patient Registration → Eligibility and Benefits Inquiry
Care reminders	<ul style="list-style-type: none"> • Obtain clinically relevant information specific to the patient • Identify opportunities for screenings, lab tests or other treatment 	<ul style="list-style-type: none"> • Found at Availity.com → Patient Registration tab → Eligibility and Benefits Inquiry
Accumulated benefits and deductibles	<ul style="list-style-type: none"> • Access patient coverage and benefit information, including copayment, coinsurance and deductible details 	<ul style="list-style-type: none"> • Found at Availity.com → Patient Registration → Eligibility and Benefits Inquiry
Patient cost estimator (for professional claims only)	<ul style="list-style-type: none"> • Submit service, diagnosis and procedure information to calculate a patient’s estimated financial responsibility. Includes: <ul style="list-style-type: none"> – Deductibles – Copayments 	<ul style="list-style-type: none"> • Found at Availity.com → Patient Registration → Eligibility and Benefits Inquiry

Preauthorizations and Referrals

Authorizations and referrals	<ul style="list-style-type: none"> • Submit new referrals and authorization requests • Enables seamless sharing of medical record information requested by a Humana department for authorization submissions. Use “add clinical documents” 	<ul style="list-style-type: none"> • Found at Availity.com → Patient Registration → Authorizations and Referrals
Authorization management	<ul style="list-style-type: none"> • Inquire about existing inpatient and outpatient authorizations and referrals • Enables seamless sharing of medical record information requested by a Humana department for authorization submissions. Use “add clinical documents” 	<ul style="list-style-type: none"> • Found at Availity.com → Payer Spaces → Humana → Applications → Authorization Management
Medical and pharmacy coverage policies	<ul style="list-style-type: none"> • Obtain information on evaluation and coverage of medical procedures, devices and medications being investigated or recently introduced for the treatment of various conditions 	<ul style="list-style-type: none"> • Found at Humana.com/coveragepolicies
Preauthorization and notification lists	<ul style="list-style-type: none"> • Find lists of medical procedures, devices and medications for which preauthorization may be required • Includes Procedure codes 	<ul style="list-style-type: none"> • Found at Humana.com/PAL
Behavioral health guidelines	<ul style="list-style-type: none"> • Preauthorizations – submit preauthorization requests for behavioral health and substance abuse services for Humana Medicare Advantage and commercial members • Behavioral health information – Consult clinical practice guidelines for behavioral health issues 	<ul style="list-style-type: none"> • Found at Availity.com → Patient Registration → Authorizations → Select Humana Behavioral Health in the Payer dropdown list • Found at Humana.com/provider/support/clinical/behavioral-health-guidelines

<p>Utilization management partners</p>	<ul style="list-style-type: none"> • HealthHelp <ul style="list-style-type: none"> – Request authorization for diagnostic imaging; radiation therapy, in-facility sleep studies’ cardiac imaging, devices and interventions, select surgical procedures and endoscopies. – WebConsult allows for submission of requests and clinical documentation along with providing status updates and copy of provider notification. • Musculoskeletal services <ul style="list-style-type: none"> – Cohere Health (for practices in AL, GA, IN, KY, MI, NC, OH, PA, SC, TN, VA and WV)*: Request preauthorization for pain management, musculoskeletal procedures, therapy and a limited set of other services, if requested for musculoskeletal indications (diagnostic imaging, DME, home health, post-surgery IP admissions) – OrthoNet/Optum (all other states until Dec. 31, 2021)*: Request preauthorization for pain management and musculoskeletal procedures and therapy (PT/OT/ST) <ul style="list-style-type: none"> * For new plans of treatment on or after Jan. 1, 2022, Cohere will cover all states. • Chemotherapy services <ul style="list-style-type: none"> – Oncology Analytics (for practices in CT, DE, FL, GA, MA, MD, ME, NH, NJ, NY, PA, RI, TX, VT and outside the United States): Obtain general information and forms; submit preauthorization requests. – New Century Health secure provider portal (all other states): Obtain general information and forms; submit preauthorization requests • Tivity Health, Inc. Obtain information about how Tivity’s SilverSneakers program can improve health and cut costs for your patients with Humana Medicare Advantage. • WholeHealth Networks, Inc. <ul style="list-style-type: none"> – Administers leased network management, utilization management and claims payment for chiropractic, acupuncture, naturopathy and therapeutic massage services. Services vary by line of business and state. <ul style="list-style-type: none"> ○ Chiropractic Services: Available in IL, KY, OH, IN border counties of the previously mentioned states, AZ, GA and So FL ○ Acupuncture: Available in AZ, CO, FL, HI, ID, NM, NY, OR, UT and WA ○ Naturopathy: Available in OR and WA ○ Therapeutic Massage: Available in FL 	<ul style="list-style-type: none"> • Go to Availity.com → Payer Spaces → Humana → Resources → Radiology Referral Submission • Go to → Next.coherehealth.com • Go to → Orthonet-online.com/dl_humana.html • Go to → Humana.com/provider/medical-resources/authorizations-referrals/chemotherapy-oncology-analytics • Go to → Humana.com/provider/medical-resources/authorizations-referrals/chemotherapy-new-century • Go to → Tivityhealth.com/products/silversneakers/ • Go to → Wholehealthpro.com
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	<ul style="list-style-type: none"> • WholeHealth Living Choices <ul style="list-style-type: none"> – Physical medicine and integrative health solutions discount network. – Offers members access to more than 35,000 provider and vendor discounts. – Services members receive through this service are not part of their health benefits plan, therefore no referrals or pre-certifications are required. 	<ul style="list-style-type: none"> • Go to → Humana.wholehealthmd.com
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Clinical Policies and Documentation

Medical and pharmacy coverage policies	<ul style="list-style-type: none"> • Obtain information on evaluation and coverage of medical procedures, devices and medications being investigated or recently introduced for the treatment of various conditions 	<ul style="list-style-type: none"> • Found at Humana.com/coveragepolicies
Preauthorization and notification lists	<ul style="list-style-type: none"> • Find a list of services and medications for which preauthorization may be required • Includes Procedure codes 	<ul style="list-style-type: none"> • Found at Humana.com/PAL
Clinical support	<ul style="list-style-type: none"> • Review clinical and behavioral health guidelines, Medicaid materials, medical services and procedures that may require medical records review, and many other resources 	<ul style="list-style-type: none"> • Found at Humana.com/clinical
Claim coding and inquiry process guidelines	<ul style="list-style-type: none"> • Find detailed information about Humana’s claim coding guidelines to assist you in accurately documenting and coding diagnoses and services provided to your Humana-insured patients 	<ul style="list-style-type: none"> • Found at Humana.com/claimscoding

Medical Claim Policy and Code Editing

Humana’s claim payment policies	<ul style="list-style-type: none"> • Access information about reimbursement methodologies and acceptable billing • Reduce delays in processing claims and avoid rebilling and additional requests for information 	<ul style="list-style-type: none"> • Found at Humana.com/claimpaymentpolicies
Claim processing edits	<ul style="list-style-type: none"> • Access policies and claims payment systems aligned with correct-coding initiatives 	<ul style="list-style-type: none"> • Found at Humana.com/edits
Code edit simulator	<ul style="list-style-type: none"> • Submit billing scenarios to receive instant responses about code edits 	<ul style="list-style-type: none"> • Found at Availity.com → Payer Spaces → Humana → Applications → Code Edit Simulator
Research procedure code edits	<ul style="list-style-type: none"> • Submit specific questions about code editing 	<ul style="list-style-type: none"> • Found at Availity.com → Payer Spaces → Humana → Applications → Research Procedure Code Edits
Making It Easier for Physicians and Other Healthcare Providers	<ul style="list-style-type: none"> • Access a library of topics designed to make it easier for you to do business with Humana 	<ul style="list-style-type: none"> • Found at Humana.com/makingiteasier • Also found at Availity.com → Payer Spaces → Humana → Resources → Making It Easier

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Medical Claim Submission

Electronic claims	<ul style="list-style-type: none"> Submit electronic claims through Availity portal 	<ul style="list-style-type: none"> Found at Availity.com → Claims and Payments → Professional Claim or Facility Claim
Claim submissions	<ul style="list-style-type: none"> Provides information about submitting electronic and paper claims. Includes addresses for paper claims. <p>Note: The claim or encounter mailing address on patient identification cards is always the most appropriate to use.</p>	<ul style="list-style-type: none"> Found at Humana.com/claimssubmissions
Electronic claim payment	<ul style="list-style-type: none"> Initiate direct deposit of your Humana claims payments into the bank accounts of your choice when you sign up for electronic funds transfer (EFT) Receive electronic versions of your explanations of remittance automatically when you enroll for electronic remittance advice (ERA) 	<ul style="list-style-type: none"> Found at Humana.com/epaymentinfo

Medical Claim Management

Claim status	<ul style="list-style-type: none"> Search by claim number, member or family, date of service or date processed Check claim status and view details, including amounts paid Submit a claim correction: Use the “Correct this Claim” button Manage accounts receivable Share medical record information requested by a Humana department for claims. Use the “send claim attachment” 	<ul style="list-style-type: none"> Found at Availity.com → Claims & Payments → Claim Status
Remittance review	<ul style="list-style-type: none"> Search the past 18 months of remittance history using: <ul style="list-style-type: none"> ACH, check, claim or remit numbers Service dates, voucher or EFT deposit dates 	<ul style="list-style-type: none"> Found at Availity.com → Claims & Payments → Remittance Viewer → Remittance Inquiry (Humana)
Fee schedule inquiry	<ul style="list-style-type: none"> Obtain contracted reimbursement information for patient services 	<ul style="list-style-type: none"> Found at Availity.com → Claims & Payments → Fee Schedule Listing → Fee Schedules
Claim payment inquiries	<ul style="list-style-type: none"> Find the process for claim-payment inquiries and disputing determinations 	<ul style="list-style-type: none"> Found at Humana.com/provider/medical-resources/claims-payments/claims-payment/payment-inquiries
Overpayment tool	<ul style="list-style-type: none"> View overpayments in real time and assign related tasks to a specific user Manage overpayment documentation and maintain case history electronically Request more information about or dispute a specific overpayment 	<ul style="list-style-type: none"> Go to Availity.com → Claims & Payments → Overpayments

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Pharmacy

<p>Prior authorization for pharmacy drugs</p>	<ul style="list-style-type: none"> Request prior authorizations for medications <ul style="list-style-type: none"> Includes Puerto Rico customized process 	<ul style="list-style-type: none"> Found at Humana.com/PA Also found at Availity.com → Payer Spaces → Humana → Applications → Pharmacy Prior Authorization
<p>Prior authorization for professionally administered drugs</p>	<ul style="list-style-type: none"> See the “Customized fax forms” section for drugs that require prior authorization before they can be administered in a physician’s office, clinic, outpatient or home setting 	<ul style="list-style-type: none"> Found at Humana.com/provider/medical-providers/pharmacy/precertification
<p>CoverMyMeds</p>	<ul style="list-style-type: none"> Humana’s preferred method for preauthorization requests Review, complete and track preauthorization requests. Receive electronic determinations and create renewals from previously submitted requests. 	<ul style="list-style-type: none"> Go to Covermymeds.com/main/prior-authorization-forms/humana
<p>Prescription drug exceptions and appeals</p>	<ul style="list-style-type: none"> Obtain information about coverage determinations, such as: <ul style="list-style-type: none"> The portion of a drug’s cost for which the patient will be responsible Quantity limits Step therapy requirements 	<ul style="list-style-type: none"> Found at Humana.com/provider/pharmacy-resources/exceptions-appeals
<p>Medical and pharmacy coverage policies</p>	<ul style="list-style-type: none"> Obtain information on evaluation and coverage of medical procedures, devices and medications being investigated or recently introduced for the treatment of various conditions 	<ul style="list-style-type: none"> Found at Humana.com/coveragepolicies
<p>Humana drug lists</p>	<ul style="list-style-type: none"> Overview <ul style="list-style-type: none"> Access formulary information and other resources Humana drug-list search <ul style="list-style-type: none"> Search for a medication on Humana’s drug list and obtain information about specific drugs Generic drug guide <ul style="list-style-type: none"> View a chart that shows generic alternatives or generic equivalents for brand-name drugs 	<ul style="list-style-type: none"> Found at Humana.com/druglists Found at Humana.com/provider/pharmacy-resources/tools/humana-drug-lists Found at Humana.com/provider/medical-providers/pharmacy/tools/generics

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Medical Record Submission

Medical records management (MRM)	<ul style="list-style-type: none"> Enables seamless sharing of medical record information between physicians and other healthcare providers and requesting Humana departments 	<ul style="list-style-type: none"> Found at Availity.com → Payer Spaces → Humana → Applications → Medical Records Management
Authorization management	<ul style="list-style-type: none"> Enables seamless sharing of medical record information requested by a Humana department for authorization submissions. Use the “add clinical documents” feature. 	<ul style="list-style-type: none"> Found at Availity.com → Payer Spaces → Humana → Applications → Authorization Management
Claim status	<ul style="list-style-type: none"> Enables seamless sharing of medical record information requested by a Humana department for claims. Use the “send claim attachment” feature. 	<ul style="list-style-type: none"> Found at Availity.com → Claims & Payments → Claim Status

Provider Payment Integrity (PPI) Policies

Humana PPI policies and processes	<ul style="list-style-type: none"> View PPI policies and processes 	<ul style="list-style-type: none"> Found at Humana.com/PPI
Humana PPI dispute resolution process	<ul style="list-style-type: none"> Learn about the dispute resolution process for physicians and other healthcare providers who disagree with Humana’s findings 	<ul style="list-style-type: none"> Found at Humana.com/provider/support/claims/disputepolicy
Overpayment tool	<ul style="list-style-type: none"> View overpayments in real time and assign related tasks to a specific user Manage overpayment documentation and maintain case history electronically Request more information about or dispute a specific overpayment 	<ul style="list-style-type: none"> Go to Availity.com → Claims & Payments → Overpayments
Humana PPI policy for medical records management	<ul style="list-style-type: none"> Get details on submitting medical records to Humana’s PPI department 	<ul style="list-style-type: none"> Found at Humana.com/provider/support/claims/financial-recovery/medical-records
Humana PPI medical record review resources	<ul style="list-style-type: none"> Find information about reviews conducted on a prepayment and post-payment basis 	<ul style="list-style-type: none"> Found at Humana.com/provider/medical-resources/payment-integrity-and-disputes/medical-record-review-resources
Humana PPI review policy	<ul style="list-style-type: none"> Prepayment site: <ul style="list-style-type: none"> Get an explanation of the prepayment review process Post-payment site: <ul style="list-style-type: none"> Find information about PPI’s post-payment review process 	<ul style="list-style-type: none"> Prepayment found at Humana.com/provider/support/claims/financial-recovery/prepayment Post-payment found at Humana.com/provider/support/claims/financial-recovery/post-payment-review-policy
Humana PPI medical record review dispute policy	<ul style="list-style-type: none"> Learn about the dispute resolution process for physicians and other healthcare professionals who disagree with Humana’s findings 	<ul style="list-style-type: none"> Found at Humana.com/provider/medical-resources/payment-integrity-and-disputes/medical-record-dispute-policy

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Education

Business resources	<ul style="list-style-type: none"> Access links to publications, informational presentations, compliance training and other resources to help you do business with us 	<ul style="list-style-type: none"> Found at Humana.com/provider/news
Making It Easier for Physicians and Other Healthcare Providers	<ul style="list-style-type: none"> Access a library of topics designed to make it easier for you to do business with Humana. 	<ul style="list-style-type: none"> Found at Humana.com/MakingItEasier Also found at Availity.com → Payer Spaces → Humana → Resources → Making It Easier
Humana interactive webinars	<ul style="list-style-type: none"> Sign up for education about online tools View instructor-led webinars and receive answers to questions 	<ul style="list-style-type: none"> Found at Humana.com/ProviderWebinars
Humana Physician News	<ul style="list-style-type: none"> Quarterly email newsletter featuring the latest news, resources and administrative information to support you in the care of your Humana-covered patients. Humana Physician News replaces Humana's YourPractice. 	<ul style="list-style-type: none"> Go to Humana.com/physiciannews
Humana news	<ul style="list-style-type: none"> Read key updates for healthcare providers and their staff members 	<ul style="list-style-type: none"> Found at Humana.com/news
Publications	<ul style="list-style-type: none"> Review provider manuals and other publications. Find important information concerning policies and procedures, claims submission and adjudication requirements and guidelines used to administer Humana health plans 	<ul style="list-style-type: none"> Found at Humana.com/publications
Resource sheet for healthcare providers	<ul style="list-style-type: none"> Identify key contact information and claim submission resources 	<ul style="list-style-type: none"> Found at apps.humana.com/marketing/documents.asp?file=2554955
Physicians making sense of value-based care	<ul style="list-style-type: none"> Learn about value-based care and Humana's efforts to support your commitment to your patients' health. Includes access to sophisticated tools, capabilities and services designed to make population health management easier. 	<ul style="list-style-type: none"> Information about Value Based Care found at valuebasedcare.humana.com

Key Contacts

Clinical intake team	<ul style="list-style-type: none"> For medical service preauthorization requests and notifications 	<ul style="list-style-type: none"> Call 800-523-0023
Commercial customer service	<ul style="list-style-type: none"> For eligibility/benefits and claims inquiries 	<ul style="list-style-type: none"> Call 800-4-HUMANA (448-6262)
Humana clinical pharmacy review	<ul style="list-style-type: none"> For medication prior authorization, step therapy, quantity limits and medication exceptions 	<ul style="list-style-type: none"> Call 800-555-CLIN (2546)
Medicare customer service	<ul style="list-style-type: none"> For eligibility/benefits and claims inquiries 	<ul style="list-style-type: none"> Call 800-457-4708
Medication intake team	<ul style="list-style-type: none"> For preauthorization of medication supplied and administered in a physician's office and billed as a medical claim (Part B for Medicare) 	<ul style="list-style-type: none"> Call 866-461-7273
Provider relations	<ul style="list-style-type: none"> For participation status, requests to join a network and contract-related questions 	<ul style="list-style-type: none"> Call 800-626-2741
Provider payment integrity (PPI)	<ul style="list-style-type: none"> For questions about PPI audit policies and other resources 	<ul style="list-style-type: none"> Call 800-438-7885

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