



# Medicare Advantage (MA)

## Full and Partial Networks Private Fee-for-Service (PFFS)

### Electronic claims filing

#### Humana's MA Full and Partial Networks PFFS plans

Humana's MA Full and Partial networks PFFS claims can be filed electronically through various clearinghouses. Our preferred clearinghouse is Availity Essentials®. The payer ID for claims is **61101**, and the payer ID for encounters is **61102**. Some clearinghouses might charge a service fee. Please contact your clearinghouse for more information.

### Paper claims filing

#### Humana's MA Full and Partial Networks PFFS plans

Please submit your claims electronically whenever possible. Humana receives submissions through Availity Essentials at no charge to the healthcare provider; however, you can continue submitting transactions to your existing clearinghouse. These Humana claims will be forwarded to Availity Essentials if the clearinghouse is listed for forwarding.

Submit paper claims to:

#### Humana's MA Full and Partial Networks PFFS Plans

**c/o Humana Claims Office**

**P.O. Box 14601**

**Lexington, KY 40512-4601**

Humana's MA Full and Partial networks PFFS plans allow payment for covered services at contracted rates, minus the patient's cost share, which typically is a copayment. To facilitate efficient and accurate claims processing, please:

- Include your provider Tax Identification Number, Medicare ID, National Provider Identifier and taxonomy number. Facilities should use the subunit identifier with their facility ID.
- Consider using dedicated Medicare billing staff and/or Medicare editing software.
- Include any documentation that would be required on a Medicare claim.

### Admission preauthorization

Inpatient admissions for Humana network PFFS plans are not subject to prior authorization

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requirements; however, notifications are requested for any admission to a hospital or skilled nursing facility. Notification helps the patient use case management and Humana disease management programs upon discharge.

Notifications may be initiated:

- Online at [Availity.com](https://www.availity.com) (registration required).
- By calling Humana's interactive voice response line at **800-523-0023**.

**The claims and customer care telephone number is 800-4HUMANA (448-6262).**

### Benefit Summaries

To access your patient's plan summary:

- Sign into [Availity.com](https://www.availity.com).
- Select "Patient Registration" at the top left of the page.
- Choose "Eligibility and Benefits Inquiry."
- Complete the "New Request" form to search for the patient's benefits.
- Select the "Medicare Certificate of Coverage" button.
- Accept the disclaimer that states you are leaving the Availity site. Humana's website will open at a page where you can search for the patient's plan.
- Be sure to review the "Coverage and Benefits" tab to determine if a patient is cost share protected (CSP). CSP means the patient cannot be balance billed.

### To view your patient's Humana ID card

- Sign into [Availity.com](https://www.availity.com).
- Select "Payer Spaces."
- Select "Humana."
- Select "View ID Card."