



Resource sheet for healthcare providers

Availity Essentials (www.availity.com) enables you to do the following and more online:

- Check eligibility and benefits
- Submit referral and prior authorization requests
- Check the status of claims and authorizations
- Send electronic claim attachments
- Respond to medical record requests
- View remittance advice
- Submit appeals or disputes for finalized claims
- Manage overpayments

How can I check my patient's coverage?

Use the Availity Essentials™ Eligibility and Benefits tool or call **800-457-4708** or the number on the back of the member's ID card.

What services require prior authorization?

Visit Humana.com/PAL to leverage the prior authorization search tool. You can search by CPT code, procedure or drug name to see if prior authorization is required. Or when initiating an outpatient prior authorization in Availity Essentials, the tool includes an option to check if prior authorization is required. For more information, please consult this flyer:

Humana.com/ProviderIsAuthRequired.

How can I submit prior authorization or referral requests, or check prior authorization status?

Use the Availity Essentials Authorizations & Referrals tools or call Humana at **800-523-0023**. To submit a request for behavioral health services, please select one of these service types: A4, A6, AI, AJ, AK, BB, BC, BD, MH or RT.

For some services, prior authorizations are handled by utilization management organizations. Visit provider.humana.com/coverage-claims/prior-authorizations for details.

For pharmacy or medication prior authorizations, go to www.covermymeds.com or, on Availity Essentials, locate the CoverMyMeds link under Authorizations & Referrals.

How can I submit claims?

For information about submitting claims electronically via clearinghouse, visit www.availity.com. You can also submit claims online on Availity Essentials. For more on Humana claim submission, go to Humana.com/ClaimResources.

How can I send electronic claim attachments?

- Use the Availity Essentials Attachments – New tool to send an attachment for a claim sent via clearinghouse.
- Use the Availity Essentials Claims & Encounters tool to build the claim and add the attachment in the portal.

Instructional information about these processes is available at Humana.com/ElectronicClaimAttachments.

How can I submit requested medical records?

Use the Medical Records Management (MRM) tool on Availity Essentials⁷ within Humana's Payer Space.

How can I check claim/payment status?

Use the Availity Essentials Claim Status or Remittance Viewer tools. Call **800-457-4708** or the number on the back of the member's ID card.

How can I submit a claim appeal or dispute?

Use the Availity Essentials Claim Status tool to locate the finalized claim and select the "Dispute Claim" button to add the request to your Appeals worklist. Use the Appeals tool to submit your request, upload supporting documentation, check status, and in some cases, view determination letters.

How can I manage overpayments?

Use the Availity Essentials Overpayments tool or call our Provider Payment Integrity team at **800-438-7885**. For more information, visit Humana.com/PPI.

How can I manage electronic payments?

Visit our [Electronic Claims Payment page](#) for details on electronic claim payment processes such as electronic remittance advice, electronic funds transfer and Virtual Credit Card.

How can I submit prescriptions to CenterWell Pharmacy®?

Mail delivery: go to CenterWellPharmacy.com, call **866-295-0308** or fax **800-379-7617**.

Specialty pharmacy: call CenterWell Specialty Pharmacy® at **800-486-2668** or fax to **877-405-7940**.

Training and education

- Learn about Availity Essentials: Humana.com/ProviderSelfService
- To view a library of brief, narrated tutorials created to make working with us easier, please visit: Humana.com/MakingItEasier
- Also found at [Availity Essentials](#) → [Payer Spaces](#) → [Humana](#) → [Applications](#) → [Humana Learning Center](#) → [Category filter](#) → [Making It Easier Tutorials](#)
- Sign up for our quarterly physician e-newsletter: Humana.com/PhysicianNews