



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 preauthorization 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?

You can use the Availity Essentials™ Eligibility and Benefits tool or call **800-448-6262** (commercial) or **800-457-4708** (Medicare).

What services require preauthorization?

You can visit Humana.com/PAL for preauthorization and notification lists. Or when initiating an outpatient preauthorization in Availity Essentials, the tool includes an option to check if preauthorization is required. For more information, please consult this flyer:

Humana.com/ProviderIsAuthRequired.

How can I submit preauthorization or referral requests, or check preauthorization status?

You can use the Availity Essentials Authorizations & Referrals tools or call **800-523-0023**. To submit a request for behavioral health services, please select “Humana Behavioral Health” from the Payer drop-down.

For some services, preauthorizations are handled by utilization management organizations. Visit Humana.com/Authorizations for details.

For pharmacy or medication preauthorizations, visit 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?

You can use the Availity Essentials Attachments – New tool to send an attachment for a claim sent via clearinghouse. Please 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 here: Humana.com/ClaimAttachmentsOptions.

How can I submit requested medical records?

You can use the Medical Records Management (MRM) tool on Availity Essentials within Humana's Payer Space.

How can I check claim/payment status?

You can use the Availity Essentials Claim Status or Remittance Inquiry tools. You can also call **800-448-6262** (commercial) or **800-457-4708** (Medicare).

How can I submit a claim appeal or dispute?

You can 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, check status and, in some cases, view determination letters.

How can I manage overpayments?

You can 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?

You can visit Humana.com/ePaymentInfo for details on electronic claim payment processes, such as electronic remittance advice and electronic funds transfer.

How can I submit prescriptions to CenterWell Pharmacy®?

Mail delivery: Visit CenterWellPharmacy.com, call **800-379-0092** 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
- Sign up for a live webinar on online tools:
Humana.com/ProviderWebinars
- View brief, narrated video presentations designed to make it easier for you to do business with Humana:
Humana.com/MakingItEasier
- Sign up for our quarterly physician e-newsletter:
Humana.com/PhysicianNews