



# Medicare Advantage (MA)

## Health Maintenance Organization (HMO)

### Electronic claims filing

#### Humana's MA HMO plans

Humana's MA HMO claims can be filed electronically through various clearinghouses. Our preferred clearinghouse is Availity. 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 HMO 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 if the clearinghouse is listed for forwarding.

Submit paper claims to:

**Humana MA HMO**  
**c/o Humana Claims Office**  
**P.O. Box 14601**  
**Lexington, KY 40512-4601**

### General claims filing

Humana's MA HMO pays for Medicare-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 IDs.
- Consider using dedicated Medicare billing staff and/or Medicare editing software.

- Include any documentation that would be required on a Medicare claim.

Humana's claims and Customer Care telephone number is 800-457-4708.

### Benefit summaries

To access your patient's plan summary:

- Sign in to [www.availity.com](http://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" link.
- Accept the disclaimer that states you are leaving the Availity Essentials site. Humana's website will open at a page where you can search for the patient's plan.
- Be sure to review the "Plan Maximums and Deductibles" section 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 in to [www.availity.com](http://www.availity.com).
- Select "Payer Spaces."
- Select "Humana."
- Select "View ID Card."