



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.

You can also easily navigate to this information on Humana's newly redesigned website [Provider.Humana.com](https://www.Provider.Humana.com).

Note: When downloaded, this document becomes uncontrolled. Do not rely on printed copies for the most up-to-date version; instead, please use the links included.

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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 including IPA affiliation and claim delegation information, if applicable Obtain your patient's ID number by searching by Medicare Beneficiary Identifier 	<ul style="list-style-type: none"> Found at www.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 www.Availity.com → Patient Registration → Eligibility and Benefits Inquiry → 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, including quality data for HEDIS® and Star measures 	<ul style="list-style-type: none"> Found at www.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 www.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 treatments 	<ul style="list-style-type: none"> Found at www.Availity.com → Patient Registration → 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 www.Availity.com → Patient Registration → Eligibility and Benefits Inquiry
Certificate of coverage	<ul style="list-style-type: none"> Access a document with detailed benefits 	<ul style="list-style-type: none"> Found at www.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 www.Availity.com → Patient Registration → Eligibility and Benefits Inquiry

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Authorizations and Referrals

Authorizations and referrals	<ul style="list-style-type: none"> Check to see if an authorization is required Submit new referral and authorization requests Use the "add clinical documents" feature to seamlessly share medical record information with requesting Humana departments 	<ul style="list-style-type: none"> Found at www.Availity.com → Patient Registration → Authorizations and Referrals
Authorization management	<ul style="list-style-type: none"> Inquire about existing inpatient and outpatient authorizations and referrals Use the "add clinical documents" feature to seamlessly share medical record information with requesting Humana departments 	<ul style="list-style-type: none"> Found at www.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 search tool	<ul style="list-style-type: none"> Easily determine if a prior authorization is required with our search tool. Search by Current Procedural Terminology (CPT) codes, procedures or generic drug name(s). This tool is for outpatient services only. 	<ul style="list-style-type: none"> Found at Provider.Humana.com/Coverage-Claims/Prior-Authorizations/Prior-Authorizations-Search-Tool

Behavioral health, authorizations, referrals and guidelines	<ul style="list-style-type: none"> Consult clinical practice guidelines for behavioral health conditions 	<ul style="list-style-type: none"> Found at Humana.com/Provider/Medical-Resources/Authorizations-Referrals More information found at Humana.com/Provider/Support/Clinical/Behavioral-Health-Guidelines
Utilization Management partners	<ul style="list-style-type: none"> Cohere Health <ul style="list-style-type: none"> Request preauthorization for pain management, musculoskeletal procedures, therapy, cardiac imaging, devices and interventions, select surgical procedures, endoscopies, diagnostic imaging and facility-based sleep studies. Chemotherapy services (Group Medicare and Medicare Advantage – HMO and PPO Only and KY Medicaid) <ul style="list-style-type: none"> OncoHealth reviews preauthorization requests [for practices in CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, and TX]. Evolent reviews preauthorization requests for all other states. Humana’s medical intake team (MIT) also known as Humana’s Clinical Pharmacy Review (HCPR) reviews preauthorization requests for private fee-for-service (PFFS). <ul style="list-style-type: none"> Fax: 888-447-3430. Request forms are available. Phone: 866-461-7273 Monday – Friday, 8 a.m. – 11 p.m., Eastern time PR phone: 866-488-5995 Monday – Friday, 8:30 a.m. – 5:30 p.m., local time Oncology therapy services (radiation and surgical services for Group Medicare and Medicare Advantage – HMO and PPO Only) <ul style="list-style-type: none"> Evolent reviews preauthorization requests for all states. Humana’s clinical intake team (CIT) reviews preauthorization requests for private fee-for-service (PFFS). <ul style="list-style-type: none"> Fax: 800-266-3022 Phone: 800-523-0023 Monday – Friday, 7 a.m. – 7 p.m., Eastern time PR phone: 866-488-5995 Monday – Friday, 8:30 a.m. – 5:30 p.m., local time Tivity Health, Inc.: Obtain information about fitness and health products primarily for seniors and older adults WholeHealth Living, Inc.: Administers leased network management, utilization management (UM) and claim payments for chiropractic, acupuncture, naturopathy and therapeutic massage services. Services vary by line of business and state. <ul style="list-style-type: none"> Chiropractic network and UM services: Available in AZ, GA and South FL, IL, KY, OH and IN counties bordering IL, KY and OH. Preauthorization required beginning with the initial visit (Southern FL only). 	<ul style="list-style-type: none"> Found at www.Availity.com → Patient Registration → Authorizations & Referrals → Cohere Health Also found at www.Next.CohereHealth.com Found at Humana.com/Provider/Medical-Resources/Authorizations-Referrals → Chemotherapy agents, supportive drugs and symptom Found at Humana.com/Provider/Pharmacy-Resources/Prior-Authorizations-Professionally-Administered-Drugs Found at Humana.com/Provider/Medical-Resources/Authorizations-Referrals → Oncology therapy services Found at Humana.com/Provider/Medical-Resources/Authorizations-Referrals → Surgical services Found at www.TivityHealth.com/Products/SilverSneakers Found at www.WholeHealthPro.com

	<ul style="list-style-type: none"> – Acupuncture: Available in AZ, CO, CT, DE, FL, HI, ID, KY, ME, MD, MA, MO, NH, NC, NJ NM, NY, OH, OR, PA, RI, TX, UT, VT, VA, WA and WY. Preauthorization required beginning with the initial visit (Medicare Advantage only). – Naturopathy: available in OR and WA – Therapeutic massage: available in FL <ul style="list-style-type: none"> • WholeHealth Living Choices <ul style="list-style-type: none"> – Physical medicine and integrative health solutions discount network – Members can access more than 18,000 provider and vendor discounts. – Services members receive are not part of their health benefits plan; therefore, no referrals or precertifications are required. 	<ul style="list-style-type: none"> • Found at 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 search tool	<ul style="list-style-type: none"> • Easily determine if a prior authorization is required with our search tool. Search by Current Procedural Terminology (CPT) codes, procedures or generic drug name(s). • This tool is for outpatient services only. • Inpatient services and nonparticipating providers always require prior authorization. 	<ul style="list-style-type: none"> • Found at Provider.Humana.com/Coverage-Claims/Prior-Authorizations/Prior-Authorizations-Search-Tool
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
Social determinants of health (SDOH) coding resources	<ul style="list-style-type: none"> • Obtain a best practices document about addressing a patient's social health needs. 	<ul style="list-style-type: none"> • Found at HealthEquity.Humana.com/Resources/Physician-Guide-to-Address-SDOH-In-Patients.html
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

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Medical Claim Policies and Code Editing

Humana's claims 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/ClaimsPaymentPolicies
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

Research procedure code edits	<ul style="list-style-type: none"> Submit specific questions about code editing 	<ul style="list-style-type: none"> Found at www.Availity.com → Payer Spaces → Humana → Applications → Research Procedure Code Edits
Making It Easier Tutorials	<ul style="list-style-type: none"> Access a library of brief videos 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 www.Availity.com → Payer Spaces → Humana → Applications → Humana Learning Center → Category filter → Making It Easier Tutorials

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Medical Claim Submission

Electronic claims	<ul style="list-style-type: none"> Submit electronic claims through Availity Essentials™ 	<ul style="list-style-type: none"> Found at www.Availity.com → Claims and Payments → Claims & Encounters
Claim submissions	<ul style="list-style-type: none"> Find information about submitting electronic and paper claims. Note: The claim or encounter mailing address on patient identification cards is always the most appropriate address to use. 	<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 or Also found at www.Availity.com → Payer Spaces → Humana → Applications → ERA/EFT Enrollment

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Medical Claim Management

Claim status	<ul style="list-style-type: none"> Search by claim number, member ID and date of birth or date of service Check claim status and view details Manage accounts receivable Submit an unsolicited overpayment Correct a claim (see entry below) Initiate an appeal or dispute a claim 	<ul style="list-style-type: none"> Found at www.Availity.com → Claims & Payments → Claim Status Initiate an appeal or dispute: Found at www.Availity.com → Claims & Payments → Claim Status → Enter search criteria → Select claim → “Dispute Claim” button* *Button displays only for eligible claims.
Claim correction	<ul style="list-style-type: none"> Submit a claim correction via Availity Essentials Update material information on a previously submitted incorrect or incomplete claim 	<ul style="list-style-type: none"> Found at www.Availity.com → Claims & Payments → Claim Status → Enter search criteria → Select claim → “Correct this claim” button* *Button displays only for eligible claims.
Claim appeals and disputes	<ul style="list-style-type: none"> Manage a worklist for claim appeals and disputes <ul style="list-style-type: none"> Attach documentation Finalize and submit requests to Humana Check status View high-level determinations and determination letters 	<ul style="list-style-type: none"> Found at www.Availity.com → Claims & Payments → Appeals
Remittance review	<ul style="list-style-type: none"> Search the past 18 months of remittance history using: <ul style="list-style-type: none"> Automated clearing house (ACH), check or claim numbers Service dates, voucher or EFT deposit dates Download the 835 file in PDF or CSV format 	<ul style="list-style-type: none"> Found at www.Availity.com → Claims & Payments → Remittance Viewer → Remittance Viewer

Fee schedule inquiry	<ul style="list-style-type: none"> Obtain contracted reimbursement information for patient services 	<ul style="list-style-type: none"> Found at www.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
Overpayments 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 Resolve overpayments 	<ul style="list-style-type: none"> Go to www.Availity.com → Claims & Payments → Overpayments

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Pharmacy

Prior authorization for pharmacy drugs	<ul style="list-style-type: none"> Request prior authorization for medication supplied by a pharmacy and billed through the pharmacy benefit (Medicare Part D). <ul style="list-style-type: none"> Includes Puerto Rico's customized process 	<ul style="list-style-type: none"> Found at Humana.com/PA Also found at www.Availity.com → Payer Spaces → Humana → Applications → Pharmacy Prior Authorization
CoverMyMeds	<ul style="list-style-type: none"> Request preauthorizations (Humana's preferred method) Review, complete and track preauthorization requests Receive electronic determinations and create renewals from previously submitted requests 	<ul style="list-style-type: none"> Found at www.Availity.com → Patient Registration → Authorizations & Referrals → Drug Prior Authorization → Pharmacy Benefit Drugs (CoverMyMeds) Found at CovermyMeds.com/Main/Prior-Authorization-Forms/Humana/
Prior authorization for professionally administered drugs	<ul style="list-style-type: none"> Request prior authorization for professionally administered drugs Request prior authorization of medication supplied and administered in a physician's office and billed as a medical claim (Medicare Part B) 	<ul style="list-style-type: none"> Found at Humana.com/MedPA
Prescription drug exceptions and appeals	<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
Medical and pharmacy coverage policies	<ul style="list-style-type: none"> Obtain information on evaluation and coverage of medical procedures, devices and medications 	<ul style="list-style-type: none"> Found at Humana.com/CoveragePolicies
Humana drug lists	<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 Find the commonly prescribed drug list (CPDL). It is a quick reference guide for drugs in select therapeutic categories 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/RxTools Found at Humana.com/DrugLists Found at Humana.com/Provider/Medical-Providers/Pharmacy/Tools/Generics

CenterWell Pharmacy®	<ul style="list-style-type: none"> • Benefits: <ul style="list-style-type: none"> - Accuracy and safety - Potential cost savings - Enhanced offerings for vision impairment and translation services - Convenience with mail delivery - Auto refills and higher adherence rates • Obtain information about: <ul style="list-style-type: none"> - Patient Assistance Programs - Drug lists - Medication Therapy Management (MTM) - Ways to prescribe 	<ul style="list-style-type: none"> • Found at CenterWellPharmacy.com • Found at Humana.com/Provider/Pharmacy-Resources/Tools/CenterWell-Pharmacy
CenterWell Specialty Pharmacy®	<ul style="list-style-type: none"> • Benefits: <ul style="list-style-type: none"> - Convenience - Support for many complex therapies - Prescription accuracy and safety protocols that include a Utilization Management (UM) program - Billing assistance to help you with coverage questions - Financial assistance to help with affordability concerns about a patient's copay • Obtain information about: <ul style="list-style-type: none"> - Drug lists - Ways to prescribe 	<ul style="list-style-type: none"> • Found at CenterWellSpecialtyPharmacy.com
Pharmacy manuals and forms	<ul style="list-style-type: none"> • View payer sheets • Obtain information about compliance training requirements • Obtain manuals and forms <ul style="list-style-type: none"> - Provider manuals - Controlled substances - Medicaid - Audit guide - Network request forms 	<ul style="list-style-type: none"> • Found at Humana.com/Provider/Pharmacy-Resources/Manuals-Forms

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Medical Record Submission

Medical records management (MRM)	<ul style="list-style-type: none"> • Share medical record information seamlessly with requesting Humana departments 	<ul style="list-style-type: none"> • Found at www.Availity.com → Payer Spaces → Humana → Applications → Medical Records Management
Authorization management	<ul style="list-style-type: none"> • Use the “add clinical documents” feature to seamlessly share medical record information requested by Humana for authorization submissions 	<ul style="list-style-type: none"> • Found at www.Availity.com → Payer Spaces → Humana → Applications → Authorization Management
Send medical record information for claims	<ul style="list-style-type: none"> • Use the “Attachments - New” tool to seamlessly share medical record information for claims billed with a value in the PWK06 segment 	<ul style="list-style-type: none"> • Found at www.Availity.com → Patient Registration → Claims & Payments → Attachments - New

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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/Medical-Resources/Payment-Integrity-and-Disputes
Overpayments 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"> Found at www.Availity.com → Claims & Payments → Overpayments
Humana PPI policy for medical records management	<ul style="list-style-type: none"> Obtain 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 medical record reviews conducted during prepayment and post-payment review 	<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"> Obtain 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

Education

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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 Humana 	<ul style="list-style-type: none"> Found at Humana.com/Provider/News
Making It Easier tutorials	<ul style="list-style-type: none"> Access a library of brief videos 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 www.Availity.com → Payer Spaces → Humana → Applications → Humana Learning Center → Category filter → Making It Easier Tutorials
Humana Physician News	<ul style="list-style-type: none"> Find quarterly email newsletters featuring the latest news, resources and administrative information to support you in the care of your Humana-covered patients Read Humana Physician News (formerly Humana's YourPractice) 	<ul style="list-style-type: none"> Found at Humana.com/PhysicianNews

Humana quality measure guide	<ul style="list-style-type: none"> A guide to HEDIS, HOS, CAHPS and Patient Safety measures for the Medicare Star Rating Program 	<ul style="list-style-type: none"> Found at https://Assets.Humana.com/IS/Content/Humana/Humana%20Stars%20Quality%20Guidepdf
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, claim submission and adjudication requirements and guidelines used to administer Humana health plans 	<ul style="list-style-type: none"> Found at Humana.com/Publications
Social determinants of health (SDOH) resources	<ul style="list-style-type: none"> Find information about <ul style="list-style-type: none"> SDOH provider coding guide Various SDOH screening guides Humana Community Navigator 	<ul style="list-style-type: none"> Found at HealthEquity.Humana.com/Resources/Physician-Guide-to-Address-SDOH-in-Patients.html
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"> Found at ValueBasedCare.Humana.com

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Key contacts website

Contact Humana	<ul style="list-style-type: none"> Learn which department to contact for more information regarding your patient's benefits and coverage, claims, prior authorizations, your Humana contract and more. 	<ul style="list-style-type: none"> Found at Provider.Humana.com/Contact
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