



Beneficiary self-service guide

**REGISTERING AND USING
BENEFICIARY SELF-SERVICE**

**Scan the QR code with
your smartphone camera
and follow the prompts to
download the app!**

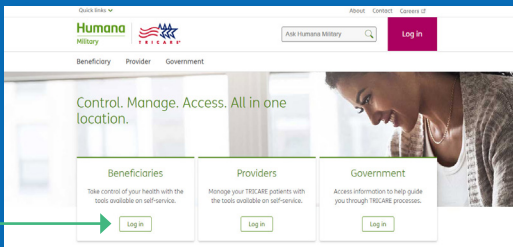
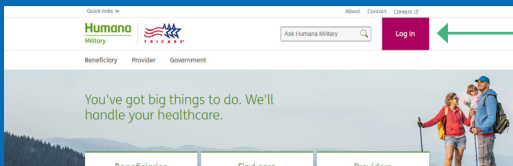
By downloading, you can:

- Register for self-service
- Set communication preferences to meet your needs
- Add/Update your email address and phone number
- Sign up to receive text messages
- Check your referral status
- Verify your eligibility
- View your claims
- Make a payment and check your amount due

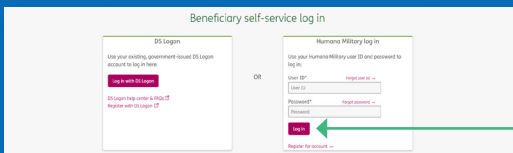


1

Registration



From **HumanaMilitary.com**, select the “Log in” button at the upper right corner, then choose the “Beneficiaries” box to register.



Once on the “Log in” page, find the “Register for account” function under the Log in tab and review the privacy information on the next screen. Click “Continue” to proceed.

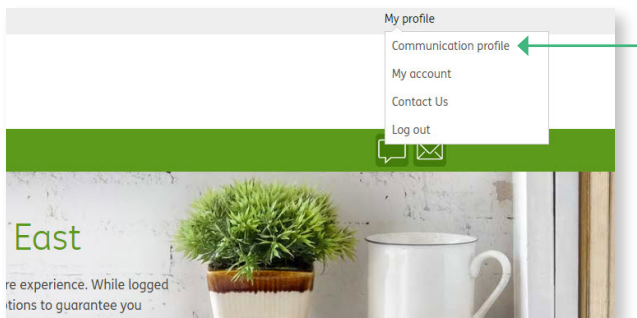
Choose a “User ID” and enter your email address, then enter and confirm your chosen password. Once you have verified everything is correct, click “Continue.”

Review the disclaimer page and choose “I agree” to obtain your self-service “User ID.”

Check the email address you’ve submitted and click “Validate” to complete the registration process.

2

Managing your profile



Once logged in to self-service, hover over “My profile” in the upper right corner to manage your communication profile (update communication preferences, validate your email address, text consent) and account information (change password or address).

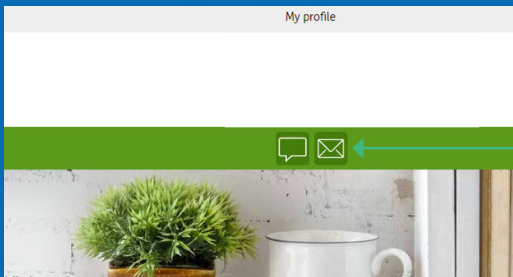
Make a payment features

- Account overview
- Current plan
- Current paid through date
- Next payment due date
- Auto payment method
- Amount due

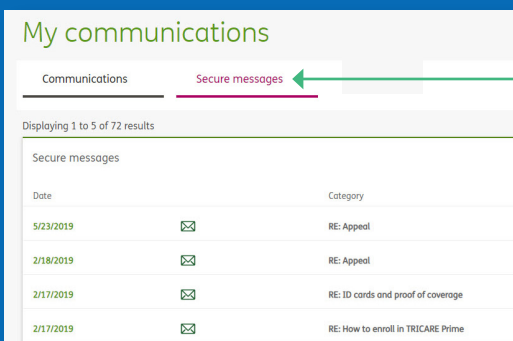


3

Secure message and chat



If you need to communicate with us, select the envelope icon in the menu bar to access “My communications.”



Choose “Secure messages” and a new pop-up box will appear. Complete the information and hit “Send” to transmit your message.

To log in or register for Humana Military’s beneficiary self-service, visit [HumanaMilitary.com/log-in](https://www.humanamilitary.com/log-in) and click “Log in” under the “Beneficiaries” tab.

4

Claims and Explanation of Benefits (EOB)

Once logged in to self-service, view claims for a sponsor and any dependents by choosing the beneficiary and scrolling down below “Claims.” View the status, date of service and number for any associated claim.

Eligibility ?

TRICARE eligibility: **DIRECT CARE ONLY** →
 TRICARE program: Direct Care for retired sponsors and family members
 One time payment: **Make payment** →
 Recurring payment: **Set up recurring payment** →

Referrals and authorizations ?

Date entered	Type of service	Provider	Status ?
2017-12-05	OFFICE/OUTPATIENT VISIT NEW	[REDACTED]	Approved >
2017-08-30	OFFICE CONSULTATION	[REDACTED]	In process >
2017-08-28	TIS TRNFR ADDL 30 SQ CM	[REDACTED]	In process >

Claims ?

Claim number	Rendering provider	Date of service	Status ?
20172498006234	[REDACTED]	7/11/2017	In process
20172568006234	[REDACTED]	7/11/2017	In process

To view an EOB for a processed claim, select the claim you wish to view, and click on “View EOB” on the pop-up.

Claim details ×

[REDACTED]

Claim number: **2018299499997**
 Date of service: 10/2/2018

Denied
 10/26/2018

View EOB ←

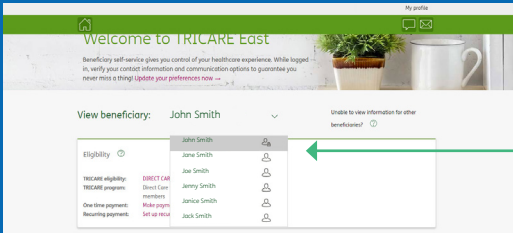
Ask a question

Provider billed	
Provider billed	\$200.00
Allowed amount	\$0.00
Other insurance paid	\$0.00
TRICARE paid	\$0.00
Patient paid	\$0.00

This claim has been processed	
Patient responsibility	\$200.00
Cost sharing	\$0.00
In network cost:	
Deductible	\$0.00
Point of service deductible	\$0.00
Out of network cost:	
Deductible	\$0.00
Point of service deductible	\$0.00

5

Referrals and authorizations



In self-service, view referrals or authorizations by choosing the beneficiary and scrolling under “Eligibility.” View status, provider and date for an associated referral or authorization. Click on the desired referral for more information.

Date entered	Type of service	Provider	Status
2017-12-05	OFFICE/OUTPATIENT VISIT NEW	Regional Digestive Specialists Pc	Approved
2017-08-30	OFFICE CONSULTATION	Thomas C Garrott Md Pa	In process
2017-08-28	TIS TRNFR ADDL 30 SQ CM	Coastal Ent Associates	In process

For a more detailed step-by-step guide:

1. Visit HumanaMilitary.com/log-in
2. Click “Log in” under “Beneficiaries”
3. Click “Register for account →” under Humana Military log in and “Register with Humana Military”
4. Click “Registration example →”



Take your healthcare with you! You can access your self-service account with our Humana Military mobile app!