



How to submit medical records and/or completed forms

Method 1

You may fax medical records to CarePlus medical record retrieval at **1-800-317-9903**.

Method 2

Upload electronic health records directly to CarePlus using the fast and secure provider portal by following these steps:

1. Go to the secure upload site at **www.submitrecords.com/careplus** and enter the password **careplus5s69**.
2. Click the "Add files" button and choose the medical record(s) from your internet browser, then choose "Open." You can upload single records as PDFs or tag image file formats (TIFFs). In addition, you can batch upload a zip file of all records as PDFs or TIFFs.
3. Add any information regarding the record(s) into the notes section. You can add records up to a maximum of 100MB of data per upload.
4. Click "Upload" and the selected medical record(s) will be electronically routed to the CarePlus repository system.

For technical assistance or issues with this portal, please call **1-888-275-8749**, Monday – Friday, 6 a.m. – 5 p.m., Mountain time.

Records will be stored in the secure CarePlus repository system.

This website, www.submitrecords.com/careplus, has been verified by Entrust®, an identity-based security software. All transactions are protected by 128-bit Secure Sockets Layer (SSL) encryption.

Method 3

Medical records may be mailed to:

Humana
Dept Code 900
P.O. Box 12001
South Jordan, Utah 84095