



Provider self-service tutorial

East Region

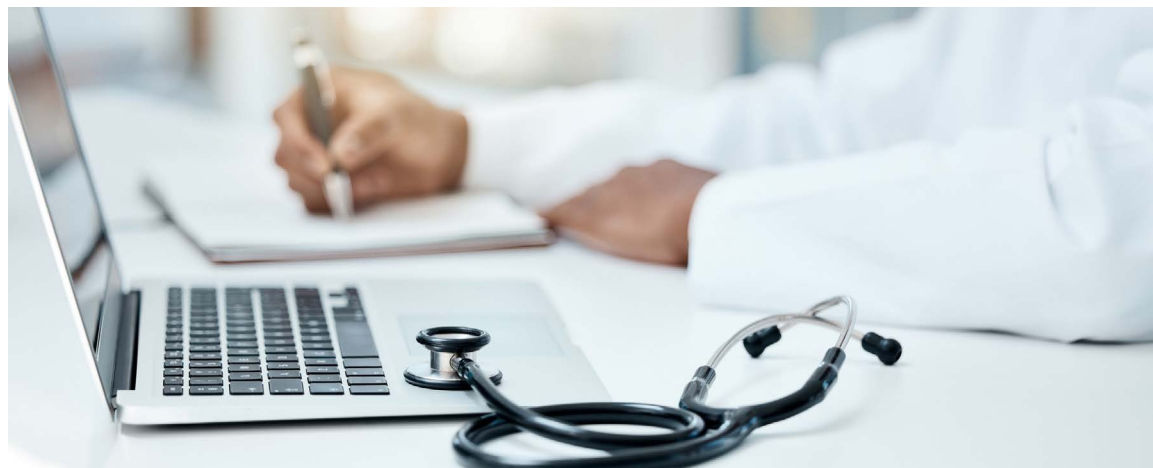
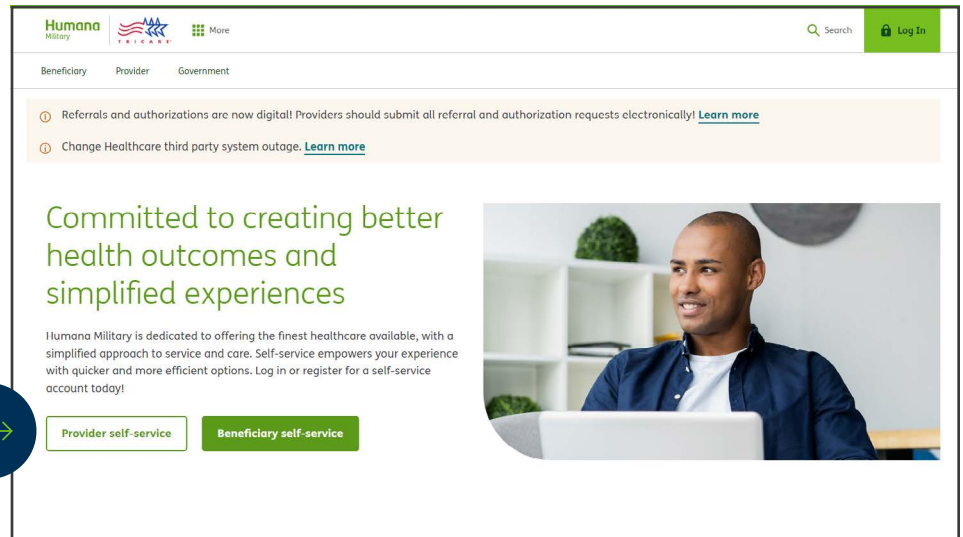


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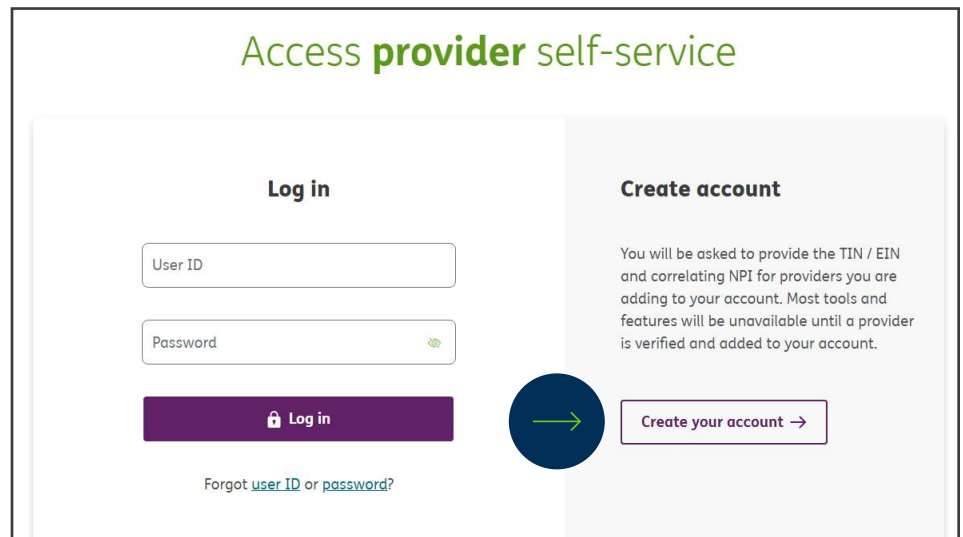
Create user ID and password

- From the homepage on HumanaMilitary.com, choose **Provider self-service**



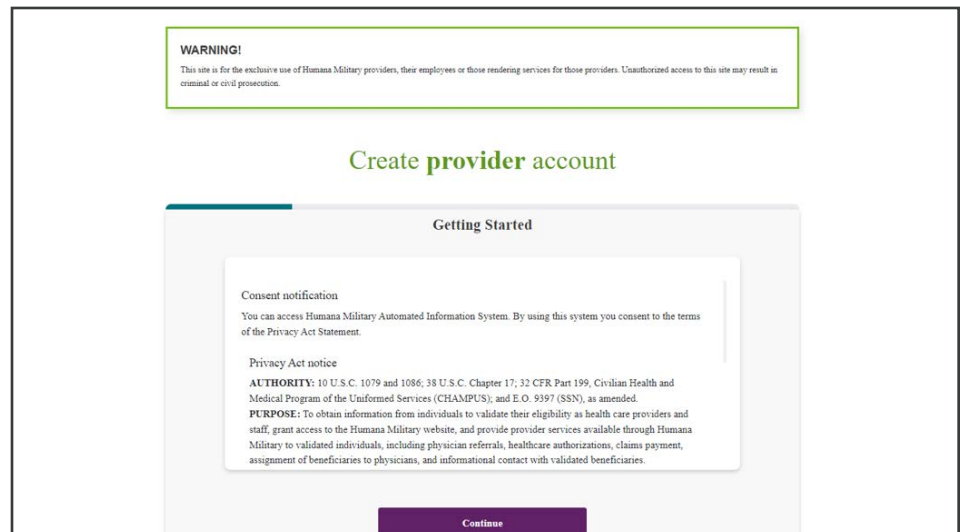
The screenshot shows the Humana Military homepage. At the top, there are navigation links for 'Beneficiary', 'Provider', and 'Government'. Below the navigation, there are two notification banners: 'Referrals and authorizations are now digital! Providers should submit all referral and authorization requests electronically! [Learn more](#)' and 'Change Healthcare third party system outage. [Learn more](#)'. The main content area features the headline 'Committed to creating better health outcomes and simplified experiences' and a sub-headline 'Humana Military is dedicated to offering the finest healthcare available, with a simplified approach to service and care. Self-service empowers your experience with quicker and more efficient options. Log in or register for a self-service account today!'. At the bottom of this section, there are two buttons: 'Provider self-service' and 'Beneficiary self-service'. A blue circular arrow points to the 'Provider self-service' button.

- Choose **Create your account** to get started



The screenshot shows the 'Access provider self-service' page. It has two main sections: 'Log in' and 'Create account'. The 'Log in' section has input fields for 'User ID' and 'Password', a 'Log in' button, and a link for 'Forgot user ID or password?'. The 'Create account' section has a 'Create your account' button with a right-pointing arrow. A blue circular arrow points to the 'Create your account' button.

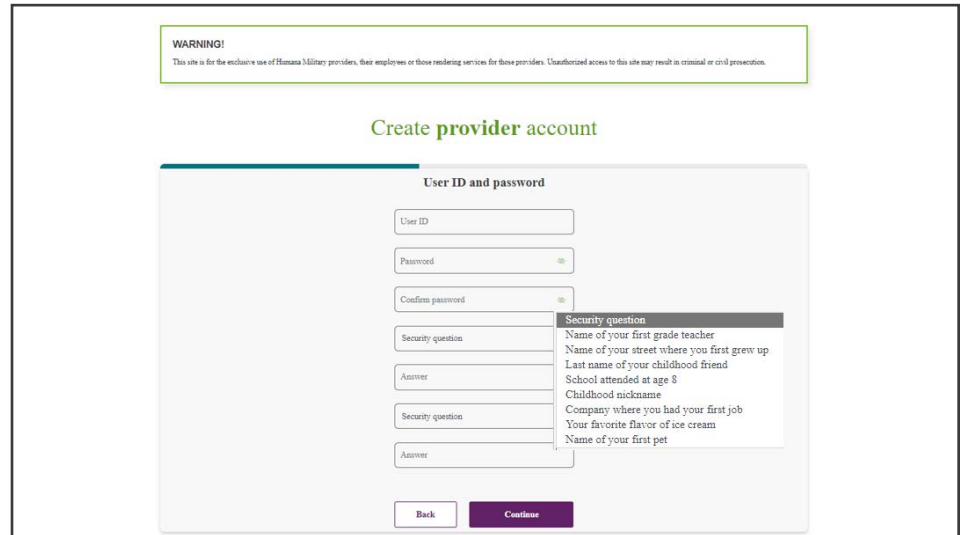
- Review the **Consent notification** and the **Privacy Act notice** and then **Continue**



The screenshot shows the 'Create provider account' page. At the top, there is a 'WARNING!' box stating: 'This site is for the exclusive use of Humana Military providers, their employees or those rendering services for those providers. Unauthorized access to this site may result in criminal or civil prosecution.' Below this is the heading 'Create provider account'. The main content area is titled 'Getting Started' and contains two sections: 'Consent notification' and 'Privacy Act notice'. The 'Consent notification' section states: 'You can access Humana Military Automated Information System. By using this system, you consent to the terms of the Privacy Act Statement.' The 'Privacy Act notice' section includes 'AUTHORITY: 10 U.S.C. 1079 and 1086; 38 U.S.C. Chapter 17; 32 CFR Part 199, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); and E.O. 9397 (SSN), as amended.' and 'PURPOSE: To obtain information from individuals to validate their eligibility as health care providers and staff, grant access to the Humana Military website, and provide provider services available through Humana Military to validated individuals, including physician referrals, healthcare authorizations, claims payment, assignment of beneficiaries to physicians, and informational contact with validated beneficiaries.' At the bottom of the page, there is a 'Continue' button.

Create user ID and password

- Create a unique **user ID** and **password**
- There are two password questions that must be chosen and answered
- This will allow for an easy password reset if the need arises



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Create provider account

User ID and password

User ID

Password

Confirm password

Security question

Answer

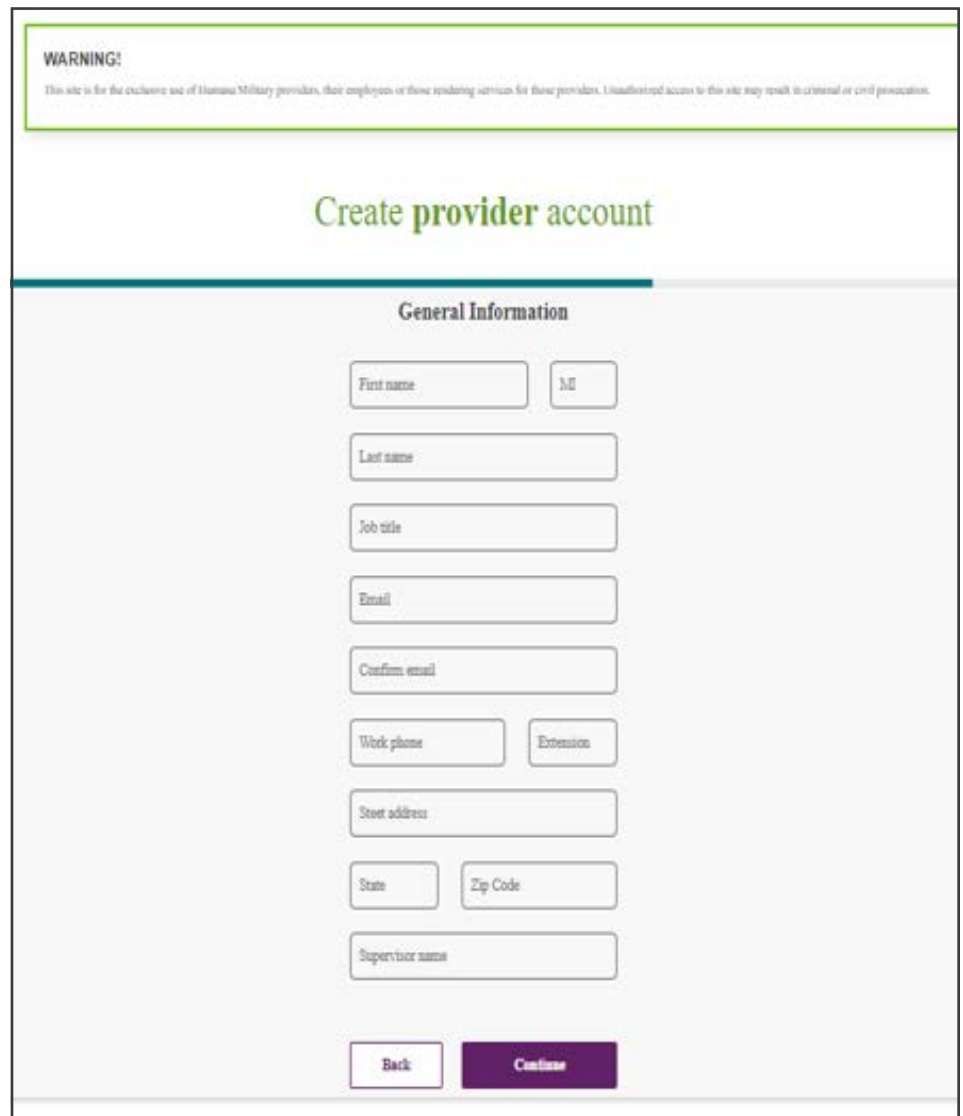
Security question

Answer

Security question

- Name of your first grade teacher
- Name of your street where you first grew up
- Last name of your childhood friend
- School attended at age 8
- Childhood nickname
- Company where you had your first job
- Your favorite flavor of ice cream
- Name of your first pet

- Each person should create their own account for security purposes



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Create provider account

General Information

First name MI

Last name

Job title

Email

Confirm email

Work phone Extension

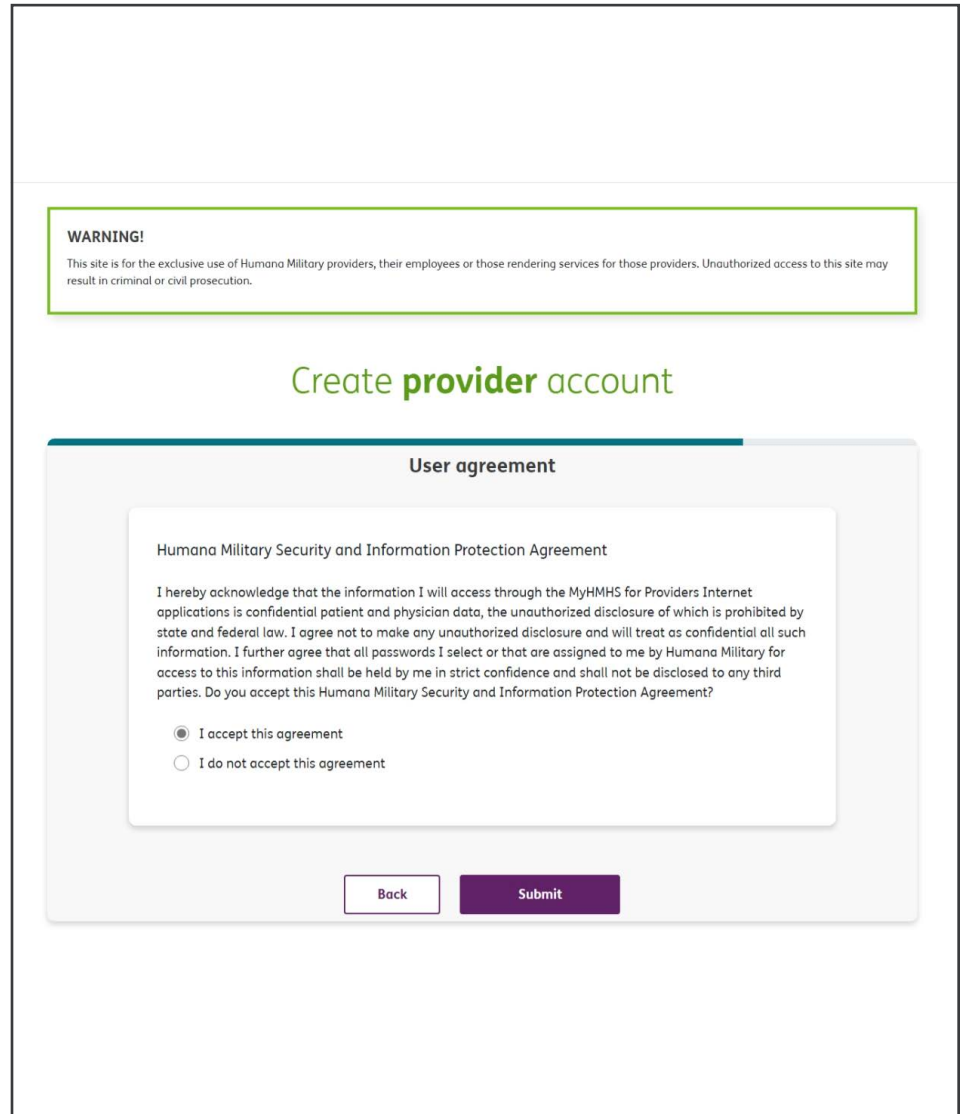
Street address

State Zip Code

Supervisor name

Create user ID and password

- Review the **User agreement**, **accept** and **Submit**



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Create **provider** account

User agreement

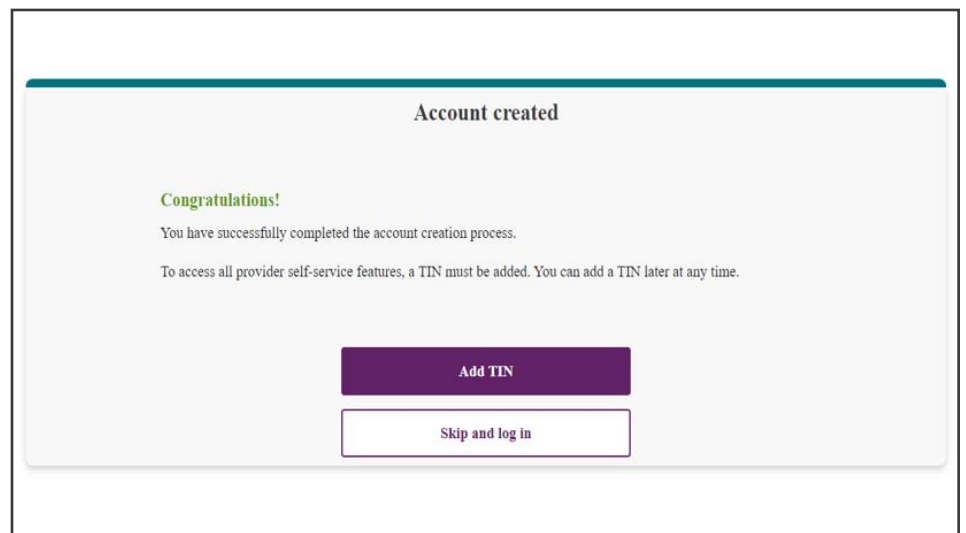
Humana Military Security and Information Protection Agreement

I hereby acknowledge that the information I will access through the MyHMHS for Providers Internet applications is confidential patient and physician data, the unauthorized disclosure of which is prohibited by state and federal law. I agree not to make any unauthorized disclosure and will treat as confidential all such information. I further agree that all passwords I select or that are assigned to me by Humana Military for access to this information shall be held by me in strict confidence and shall not be disclosed to any third parties. Do you accept this Humana Military Security and Information Protection Agreement?

I accept this agreement
 I do not accept this agreement

[Back](#) [Submit](#)

- After creating an account, you must **Add TIN** to utilize all the features in provider self-service
- To add TIN later, choose **Skip and log in** to go to your profile.



Account created

Congratulations!
You have successfully completed the account creation process.

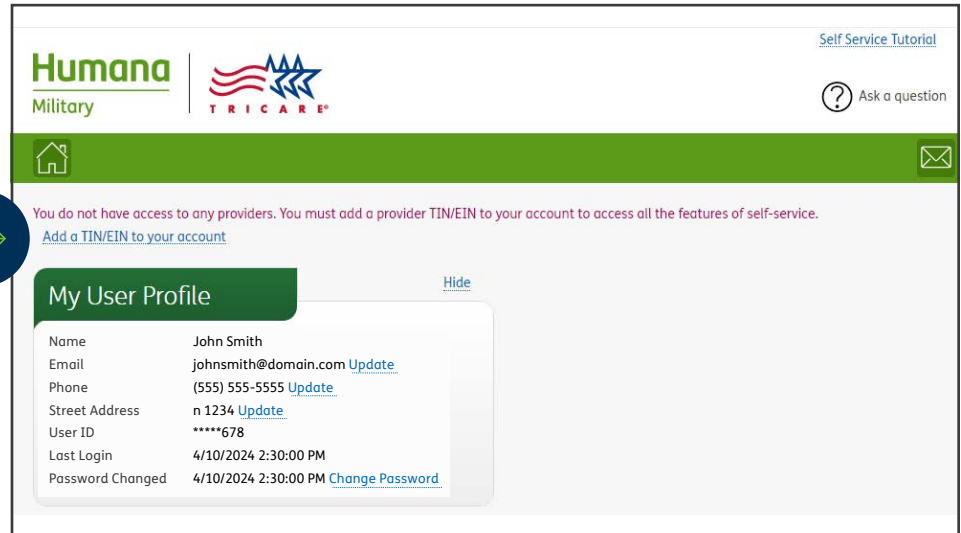
To access all provider self-service features, a TIN must be added. You can add a TIN later at any time.

[Add TIN](#)
[Skip and log in](#)

Add a Tax ID/Employer ID Number (TIN/EIN)

Add a TIN/EIN to the account

- If you chose to **Skip and log in**, you will be taken to this page
- This will allow you to add a TIN/EIN to your account
- Click the **Add a TIN/EIN to your account** link near the top of the page



Humana Military | TRICARE

Self Service Tutorial

Ask a question

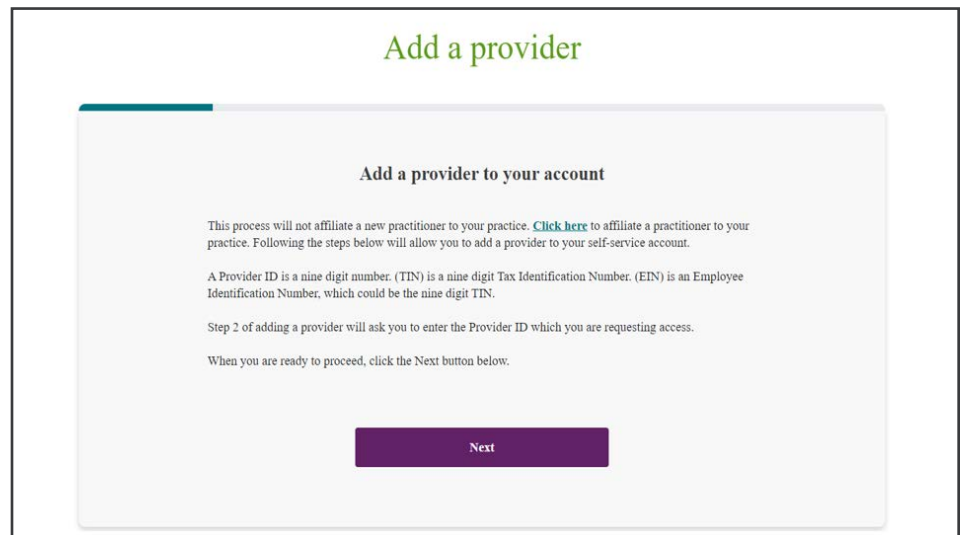
You do not have access to any providers. You must add a provider TIN/EIN to your account to access all the features of self-service.

[Add a TIN/EIN to your account](#)

My User Profile [Hide](#)

Name	John Smith
Email	johnsmith@domain.com Update
Phone	(555) 555-5555 Update
Street Address	n 1234 Update
User ID	*****678
Last Login	4/10/2024 2:30:00 PM
Password Changed	4/10/2024 2:30:00 PM Change Password

- This page includes TIN/EIN information and how to gain access
- Once you are ready to proceed, click **Next** to continue



Add a provider

Add a provider to your account

This process will not affiliate a new practitioner to your practice. [Click here](#) to affiliate a practitioner to your practice. Following the steps below will allow you to add a provider to your self-service account.

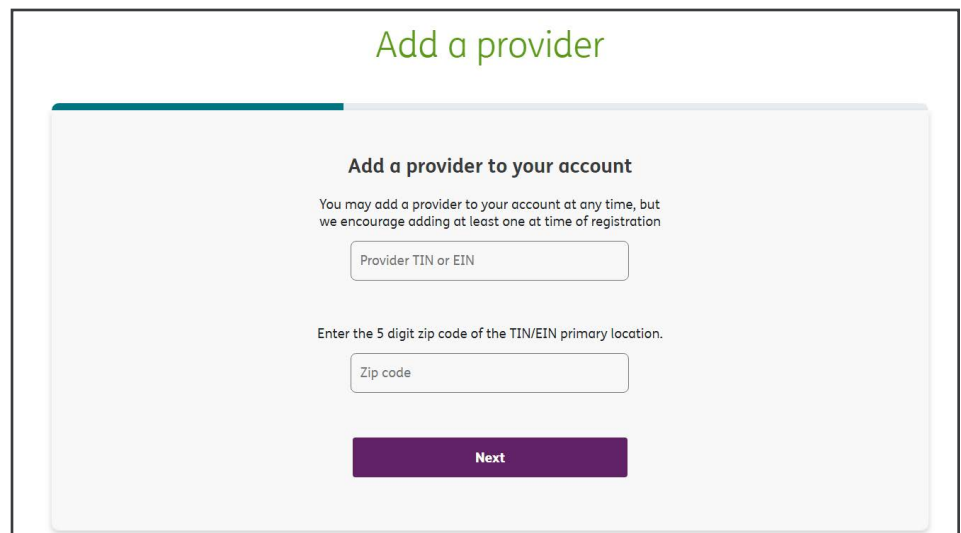
A Provider ID is a nine digit number. (TIN) is a nine digit Tax Identification Number. (EIN) is an Employee Identification Number, which could be the nine digit TIN.

Step 2 of adding a provider will ask you to enter the Provider ID which you are requesting access.

When you are ready to proceed, click the Next button below.

[Next](#)

- Enter the nine-digit **Provider TIN or EIN** with no dashes and enter the **ZIP code** of the TIN/EIN primary location
- **Note:** The TIN/EIN must be TRICARE certified to be accepted



Add a provider

Add a provider to your account

You may add a provider to your account at any time, but we encourage adding at least one at time of registration

Provider TIN or EIN

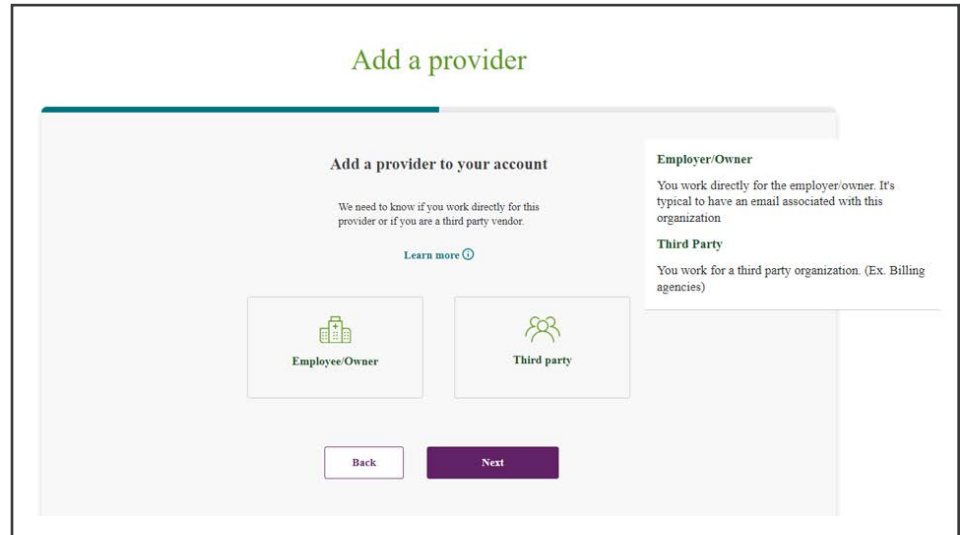
Enter the 5 digit zip code of the TIN/EIN primary location.

Zip code

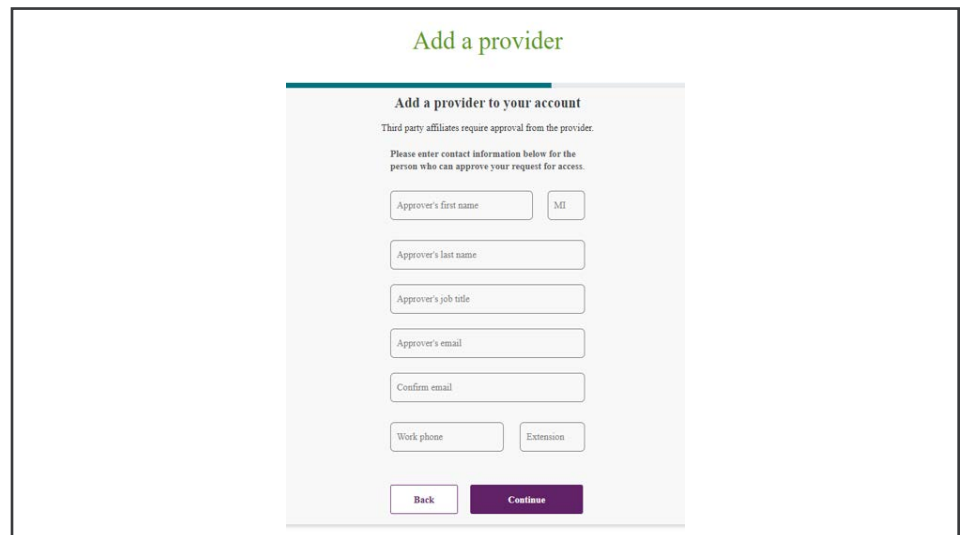
[Next](#)

Add a Tax ID/Employer ID Number (TIN/EIN)

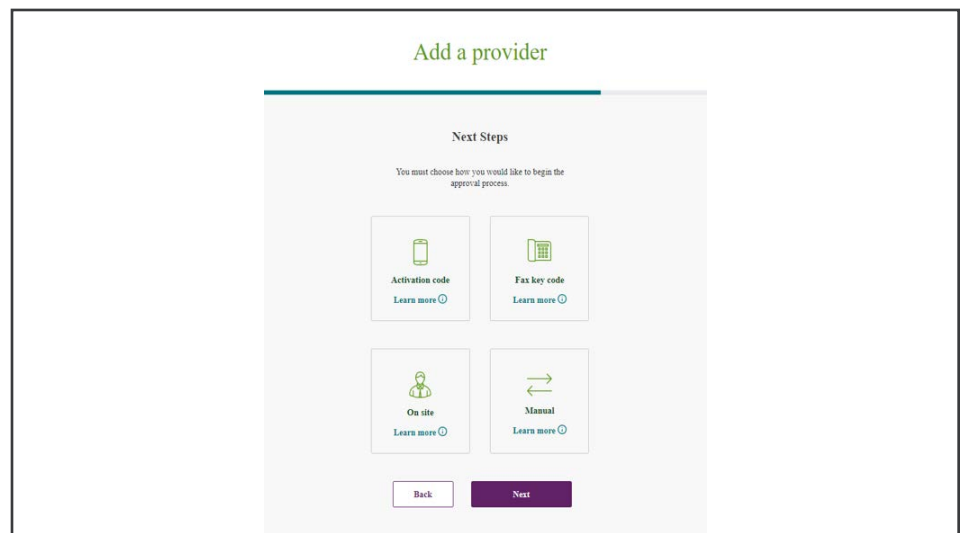
- See the definitions of the two options by hovering over each
- **Choose the option that best defines your role** within this TIN/EIN



- If the **Third Party** option is chosen, we will require the approver's name and contact information
- This page will not appear for **Employee/Owner**

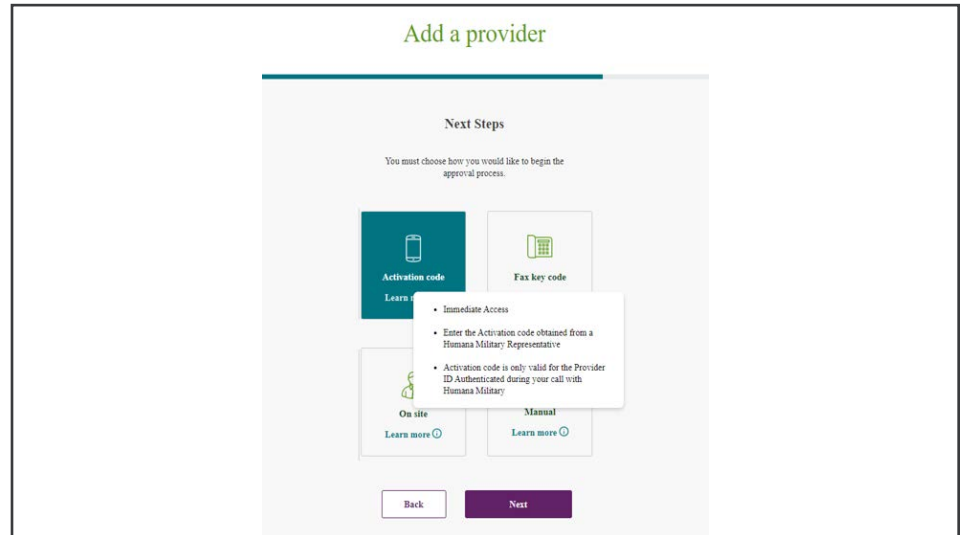


- There are four approval options
- You must choose one
- We will look at each one on the following pages so you can choose the most appropriate option

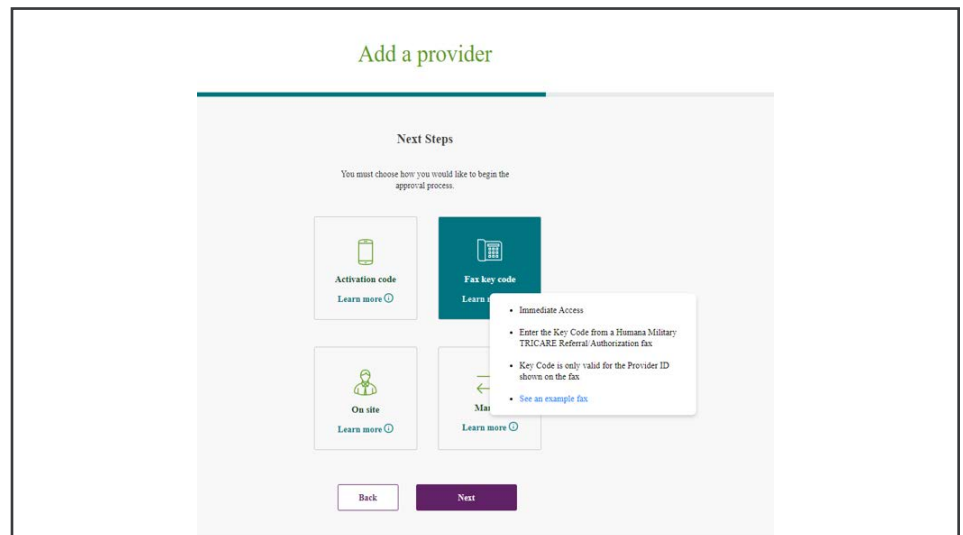


Add a Tax ID/Employer ID Number (TIN/EIN)

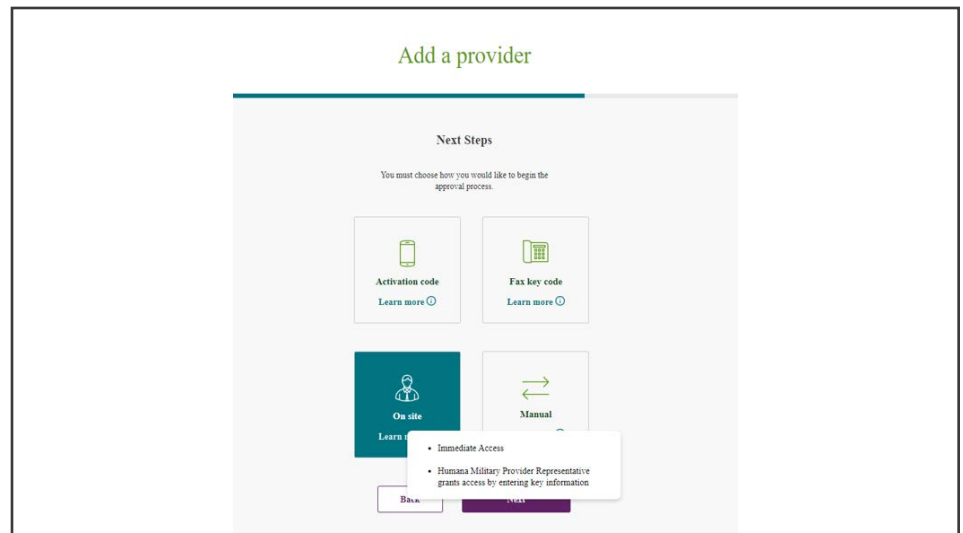
- Immediate access for those on the phone with a Humana Military associate
- **Enter the activation code** on the next page
- Once this is completed, you will have full access



- The **fax key code** is located on an auto-fax referral or authorization received by Humana Military
- The **auth order number** at the top of the fax and the four-digit key code near the bottom are required
- This information should be entered on the next page
- **Note:** The TIN/EIN you are requesting access to must also be included on the referral or authorization

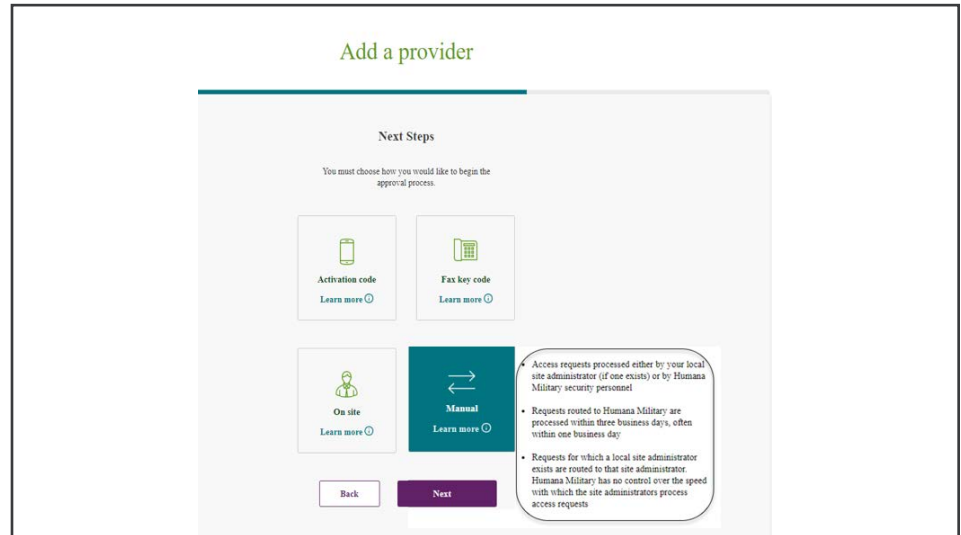


- The on-site option is used by a Humana Military associate who will be in the office with you when you are requesting access
- The associate will enter his/her own key codes to gain immediate access

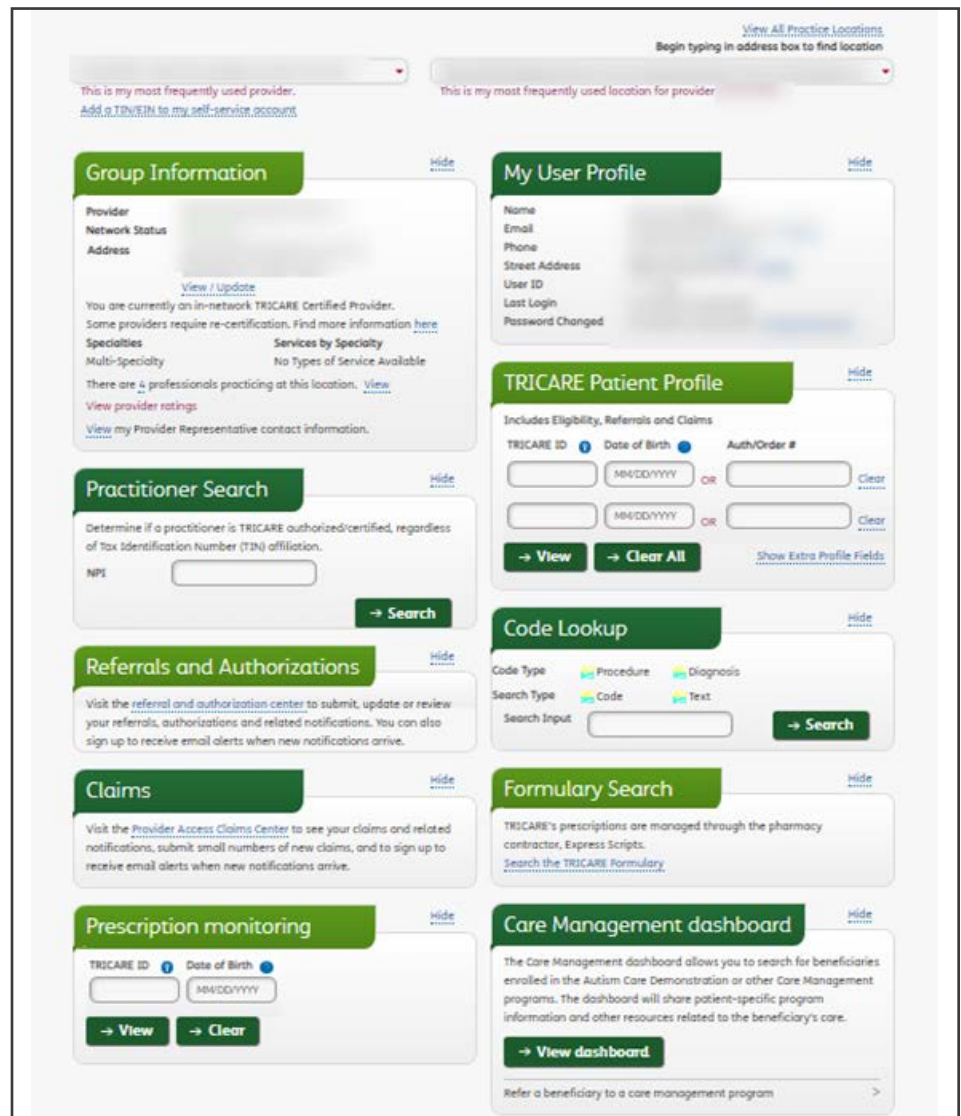


Add a Tax ID/Employer ID Number (TIN/EIN)

- If you do not have an activation code, an auto-fax key code or a Humana Military associate on site, you must **choose the Manual option**
- Your request will be sent to your practice site administrator, if you have one, for approval
- If there is no site administrator, your request will be reviewed by a Humana Military associate for approval
- You will **receive an email when your access is approved**



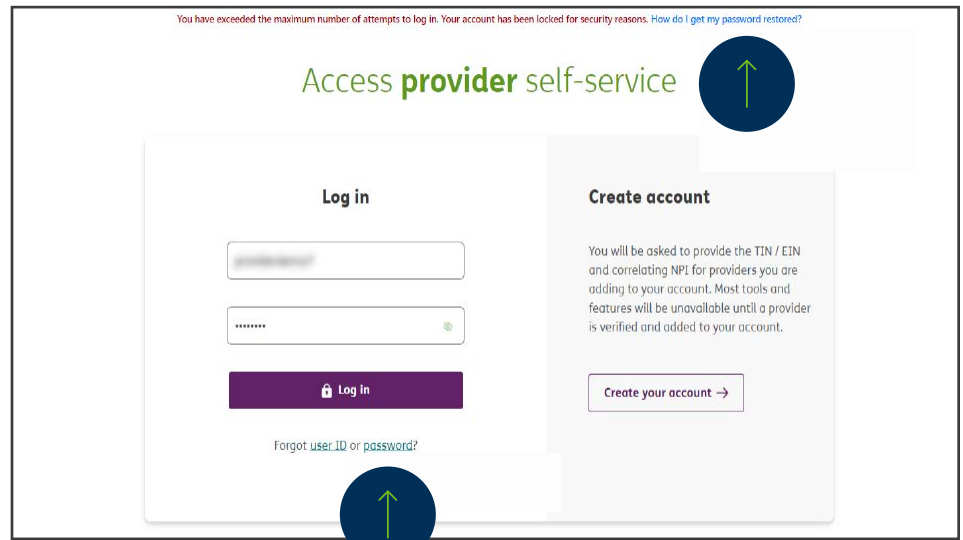
- When your access request has been approved and you log in, you will have access to all features in provider self-service
- **Note:** You may add as many TIN/EINs as needed by repeating this process



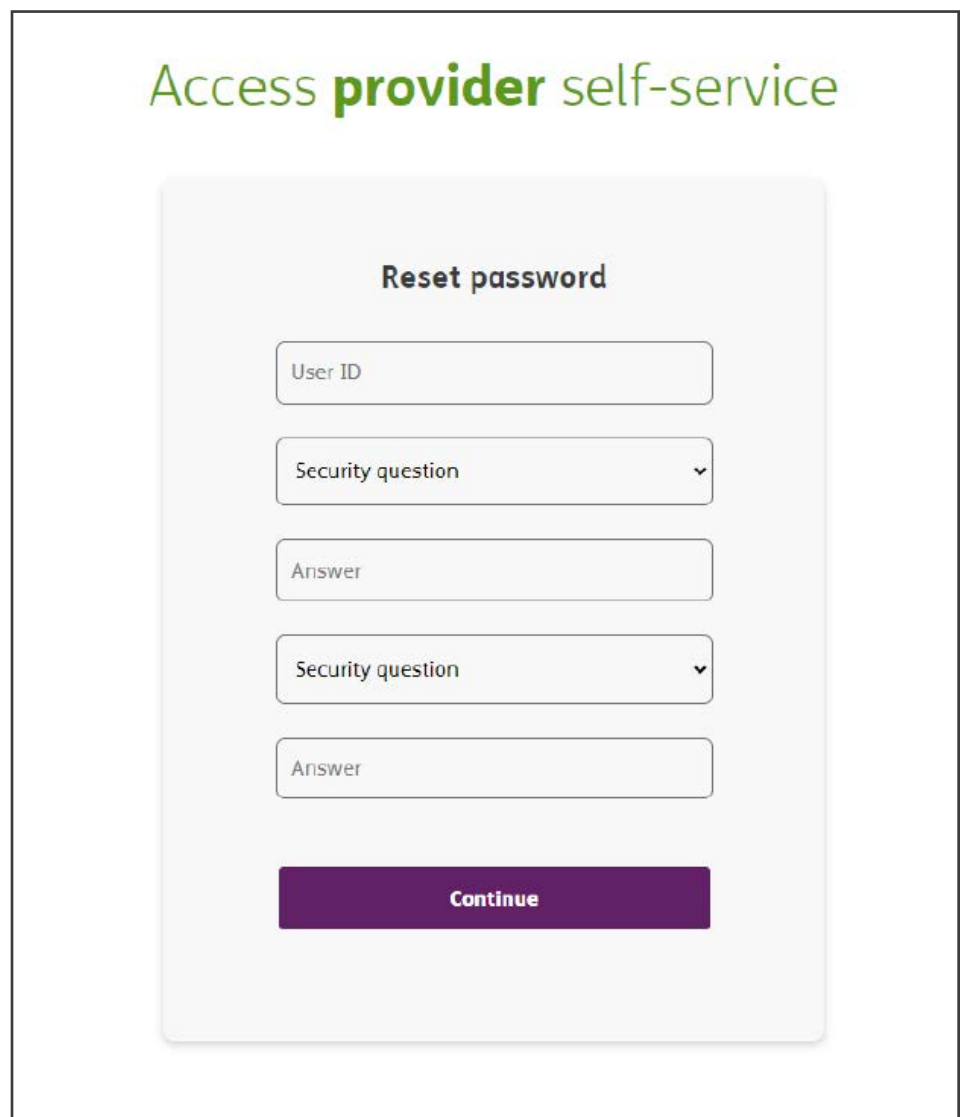
User ID and password reset

Reset password

- You can reset your password two ways:
 - Choose **Forgot user ID or password**, or
 - Enter your password incorrectly three times and you will see the error message at the top with the option: **How do I get my password restored?**



- Correctly **answer the questions** you entered when you created the account



User ID and password reset

- You may **reset your password**
- You must also **reset your two security questions**

Access **provider** self-service

Reset password

Passwords must be 8-16 characters long and contain at least one letter, one number and one of these special characters ! @ # \$ % ^ & * = +

Security question ▼

Security question ▼

It is recommended that you use all lower case and avoid special characters in your response because during a password reset, you must match your answer exactly.

- The password has been reset
- You may **return to the sign in page and log in**

Access **provider** self-service

Reset password

You may now log in using your new password.

Retrieve user ID

- If you have forgotten your user ID, you can retrieve it by choosing **Forgot user ID**

Access **provider** self-service

Log in

[Forgot user ID or password?](#)

Create account

You will be asked to provide the TIN / EIN and correlating NPI for providers you are adding to your account. Most tools and features will be unavailable until a provider is verified and added to your account.

User ID and password reset

- Enter your **email, first and last name**
- Select the security questions you set
- **Answer the security questions** correctly

Access **provider** self-service

Retrieve user ID

Email

First Name

Last Name

Security question

Answer

Security question

Answer

Retrieve user ID

- You user ID will appear
- You may **return to the sign in page and log in**

Access **provider** self-service

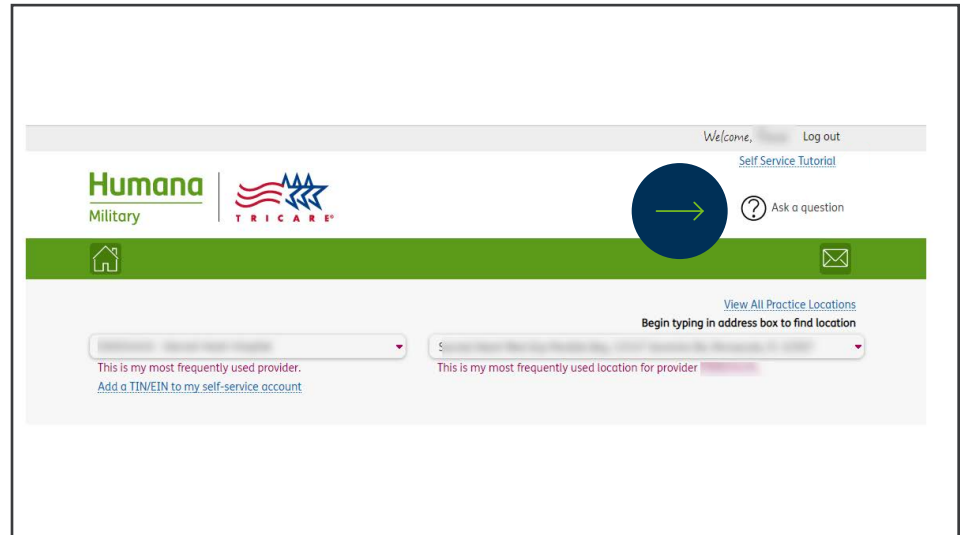
Retrieve user ID

Your user ID is:

Return to sign in

Ask a question













- You have access to chat and secure messaging by choosing **Ask a question**
- Note:** Chat and secure message is only available in provider self-service



- Chat is available during business hours only
- Chat Now** means you may use this feature now
- Not Available** means you should check back later
- Secure message is available anytime
- To use secure message, choose the envelope of the appropriate category

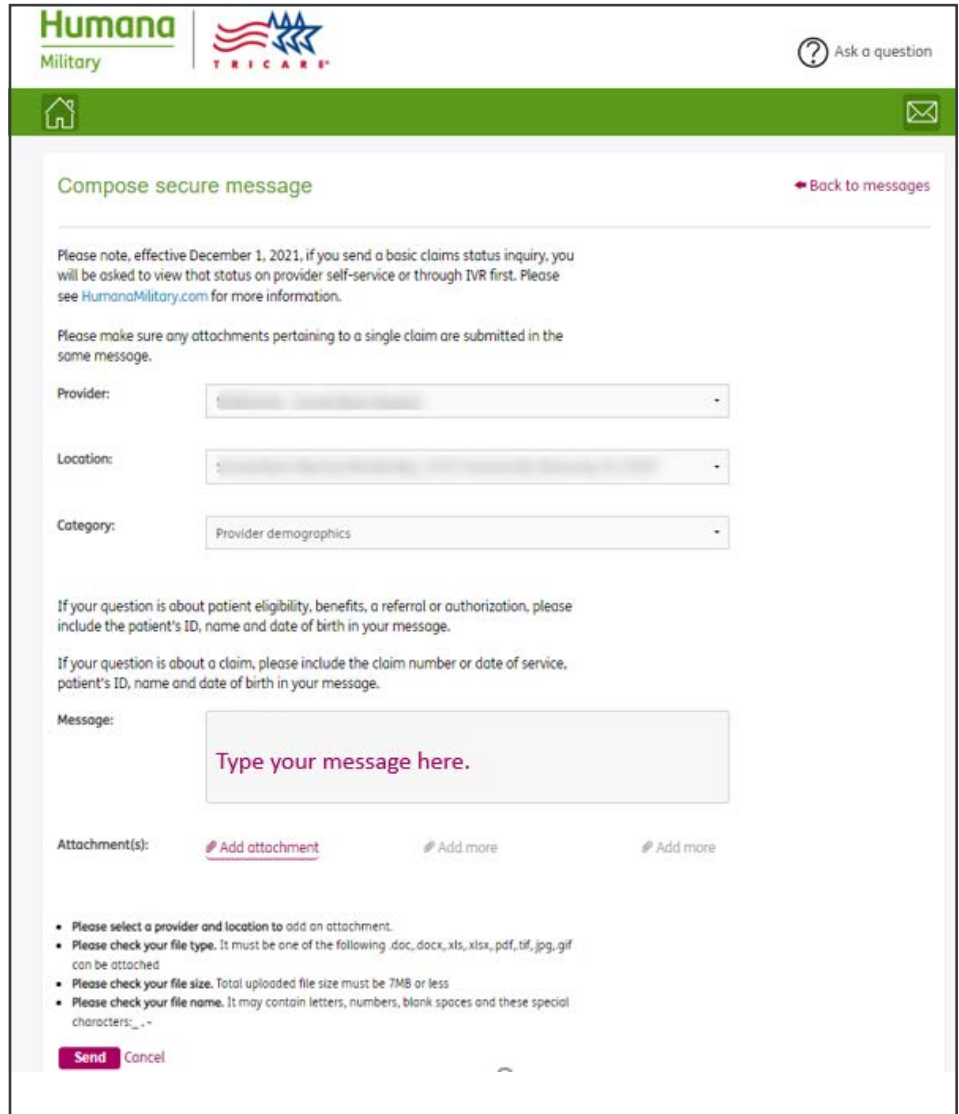
Ask a question ✕

Please select either live chat or secure message to ask your question.

Category	Secure Message	Chat
General benefit information		Chat Now
Other		Chat Now
Provider demographics		Chat Now
Certification		Chat Now
Patient eligibility		Chat Now
Referral/Authorizations		Chat Now
ABA provider questions		Chat Now
Self-service website access		Chat Now
Contracting and Credentialing		Chat Now
OHI		Chat Now
Claims		Chat Now
Autism Care Demonstration		Not Available
Inquiry		

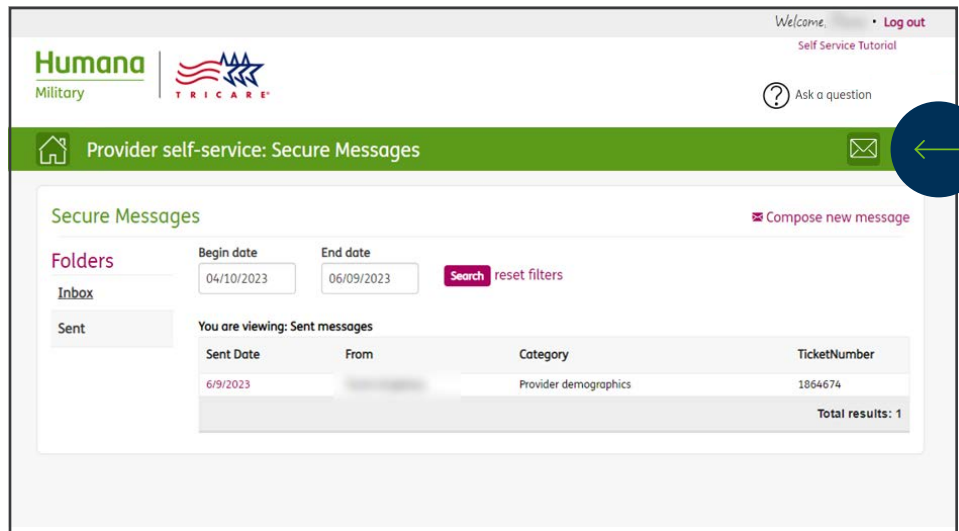
Ask a question

- Once you have chosen the category, you may **add your text** in the message field
- You may also **add an attachment**
- Once you **send the message**, you will be able to view it in your sent box



The screenshot shows the 'Compose secure message' interface. At the top, there are logos for Humana Military and TRICARE, along with a 'Ask a question' link. Below the header is a green navigation bar with a home icon and an envelope icon. The main content area is titled 'Compose secure message' and includes a 'Back to messages' link. A notice states that effective December 1, 2021, basic claims status inquiries will require a provider self-service or IVR step. Below this, there are instructions about attachments and a list of required information for eligibility, benefits, referral, or authorization questions, and for claim-related questions. The form includes dropdown menus for 'Provider', 'Location', and 'Category' (currently set to 'Provider demographics'). A large text area is labeled 'Message:' with the prompt 'Type your message here.' Below the message field are 'Attachment(s):' options: 'Add attachment', 'Add more', and another 'Add more' link. At the bottom, there are 'Send' and 'Cancel' buttons and a list of file type and size restrictions.

- Choose the envelope on the homepage to **retrieve your messages**
- Both sent and inbox messages are located here

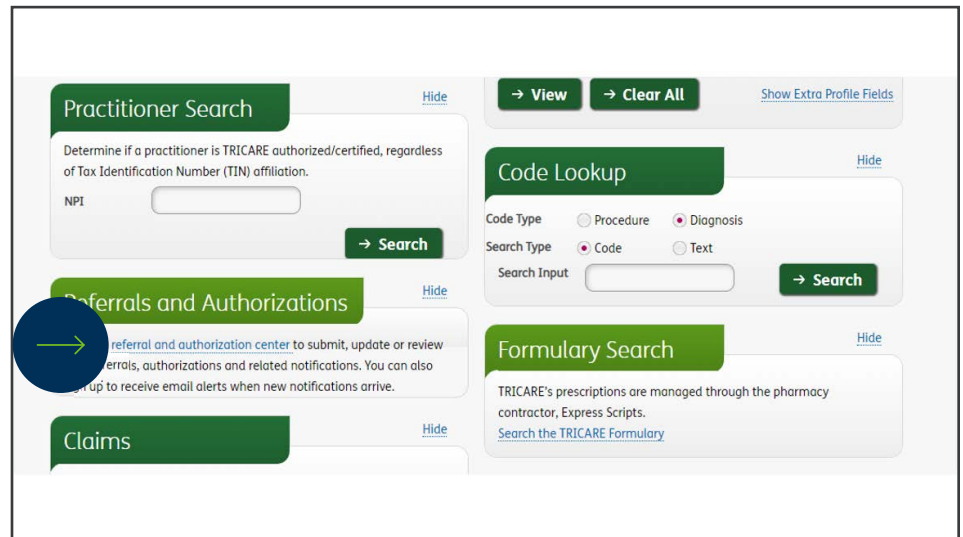


The screenshot shows the 'Secure Messages' view. At the top, there are logos for Humana Military and TRICARE, along with a 'Welcome' message, a 'Log out' link, and a 'Self Service Tutorial' link. Below the header is a green navigation bar with a home icon, the text 'Provider self-service: Secure Messages', and an envelope icon. The main content area is titled 'Secure Messages' and includes a 'Compose new message' link. There are filters for 'Begin date' (04/10/2023) and 'End date' (06/09/2023), along with a 'Search' button and a 'reset filters' link. Below the filters, there is a 'Folders' section with 'Inbox' and 'Sent' options. The 'Sent' folder is selected, and the messages are displayed in a table. The table has columns for 'Sent Date', 'From', 'Category', and 'TicketNumber'. One message is shown with a 'Sent Date' of 6/9/2023, 'From' field, 'Category' of 'Provider demographics', and 'TicketNumber' of 1864674. At the bottom right, it says 'Total results: 1'.

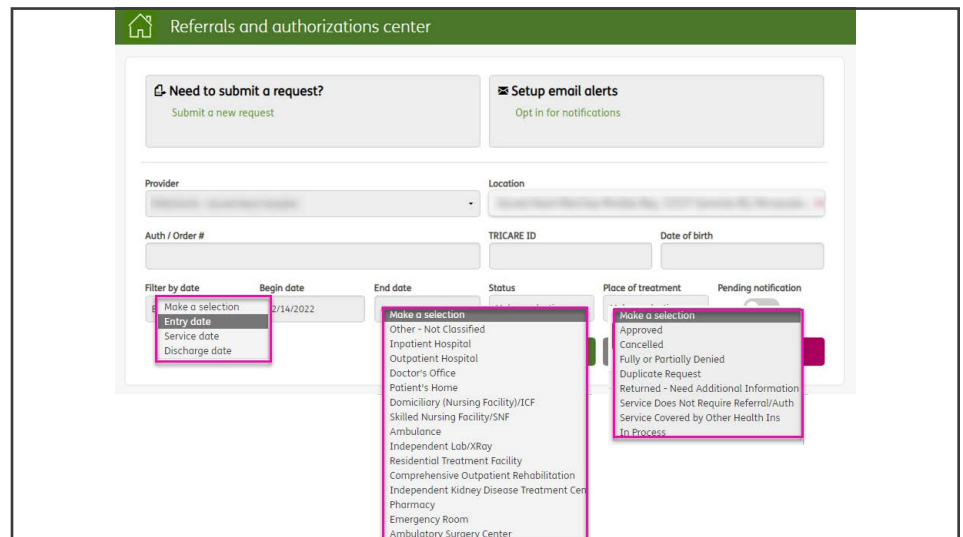
Sent Date	From	Category	TicketNumber
6/9/2023		Provider demographics	1864674

Referral and authorization center

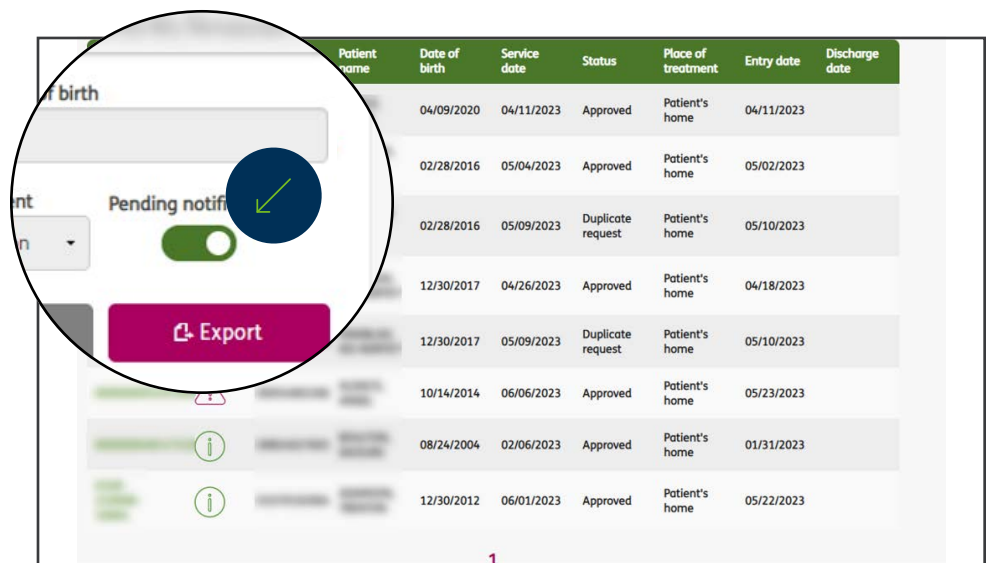
- Use the referral and authorization center to:
 - Enter a **new request for referral or authorization**
 - Check or update an **existing referral**
 - Check or **update** by provider
 - Search by **auth/order number**
 - Sign up for **email notifications** to receive alerts when a change has been made to a referral (i.e., approved, return needing additional information)



- **Filter your search by:**
 - Filter by date
 - Status
 - Place of treatment

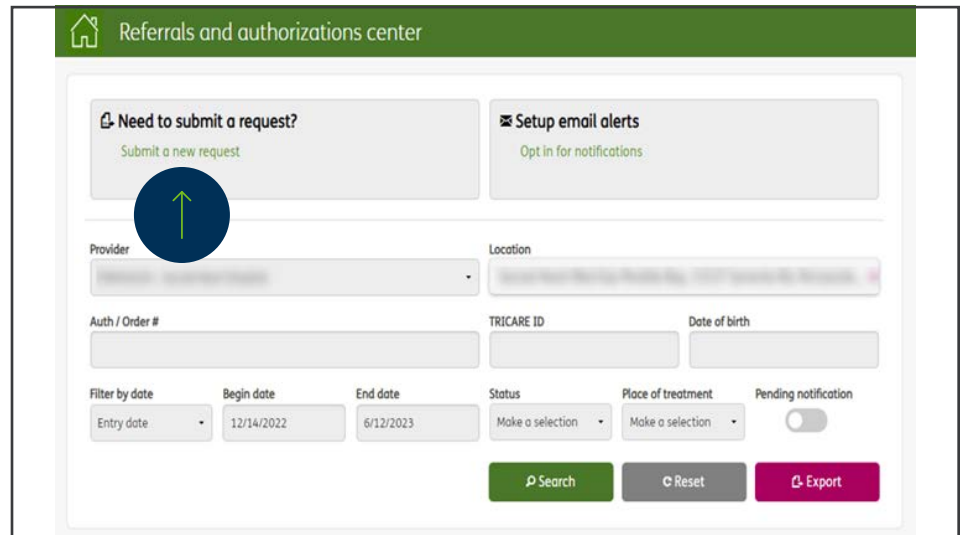


- By turning on the **pending notification**, you will see only the referrals and authorizations that require your attention
- The **green icon** indicates we would like acknowledgement of a change
- The **plum icon** indicates we need information from the provider

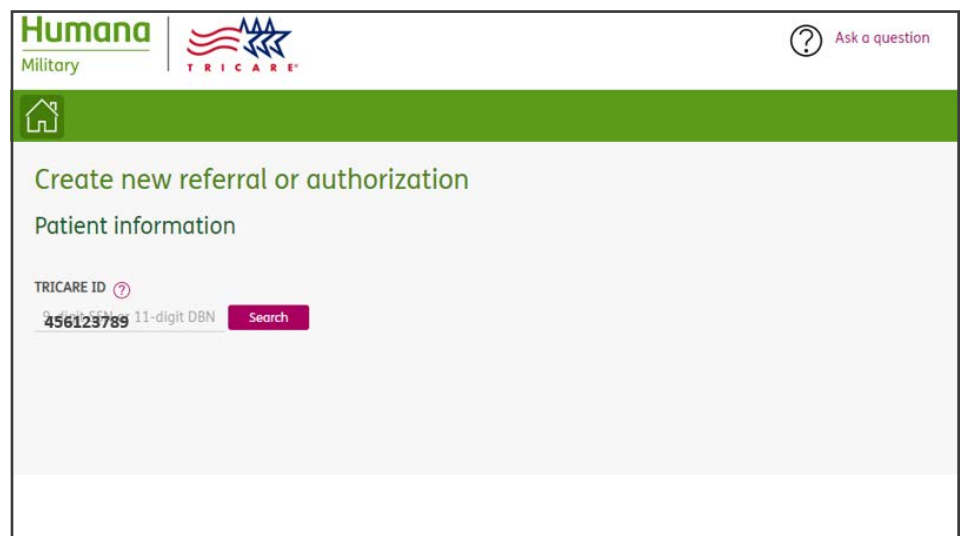


Referral and authorization center

- To submit a new request for a referral or authorization, choose **Submit a new request**



- The beneficiary's TRICARE ID is required to begin
- The diagnosis is required to complete the request



- To view an on-demand referral-authorization demonstration, click on this link: [Referral and Authorization Demonstration | Provider On Demand Webinar](#)
- To view an on-demand referral-authorization change request tutorial, click on this link: [Submit a referral and authorization change request + adding documentation](#)

🏠 Patient profile

- To check eligibility, the TRICARE ID and date of birth is required
- Enter that information from the home page and choose **View**
- **Note:** You may check up to five beneficiaries at one time by choosing Show Extra Profile Fields

- The eligibility page will display:
 - Name
 - Address
 - Up to two phone numbers
 - TRICARE program
 - Other Health Information (OHI)
 - Sponsor information
 - PCM, if applicable
 - Referrals/authorizations
 - Catastrophic cap and deductible
 - Claims
 - A link to **View Plan Costs**
 - Coverage history

Date Entered	Services Authorized	Provider	Status
01/30/2023			Approved

	Applied	Limit
Individual	\$0.00	\$1,000.00
Family	\$0.00	\$1,000.00

	Applied	Limit
Individual	\$0.00	\$300.00
Family	\$0.00	\$600.00

Status	Plan Description	Start Date	End Date	End Reason
Eligible (PRIME)	TRICARE Prime - Active Duty Family Members	02/20/2018		

- Visit: [Patient eligibility and out of pocket costs | Provider On Demand Webinar](#) for more information

🏠 Provider access claims center

- From the homepage, click on the link **Provider Access Claims Center**

your referrals, authorizations and related notifications. You can also sign up to receive email alerts when new notifications arrive.

Claims Hide

Visit the [Provider Access Claims Center](#) to see your claims and related notifications, submit small numbers of new claims, and to sign up to receive email alerts when new notifications arrive.

Prescription monitoring Show

- There are many options on the claims home page
- From the **Claims Summary** tab, you may search by:
 - Date of service
 - TRICARE ID
 - Payment date
 - Check Number
 - Practitioner

Humana Military | TRICARE

Self Service Tutorial

Ask a question

Provider self-service: Provider Access Claims Center

Need to submit a claim?
The selected location is not registered to submit claims. Registration is required for web-based claim submission. From the date of registration, access will be granted within two business days. [Click here](#) to register this location

Setup email alerts
[Click here](#) to opt in to getting emailed when new notifications arrive.

Provider: [dropdown] Location: (Begin typing in address box to find location) [input]

Claims Summary | Remittance | Correspondence

Practitioner: (Begin typing in name in the box to find Practitioner) [dropdown] All Practitioners

*sort the list by clicking the column headers

Search by: [dropdown] [input] [input] [input] [input] [input]

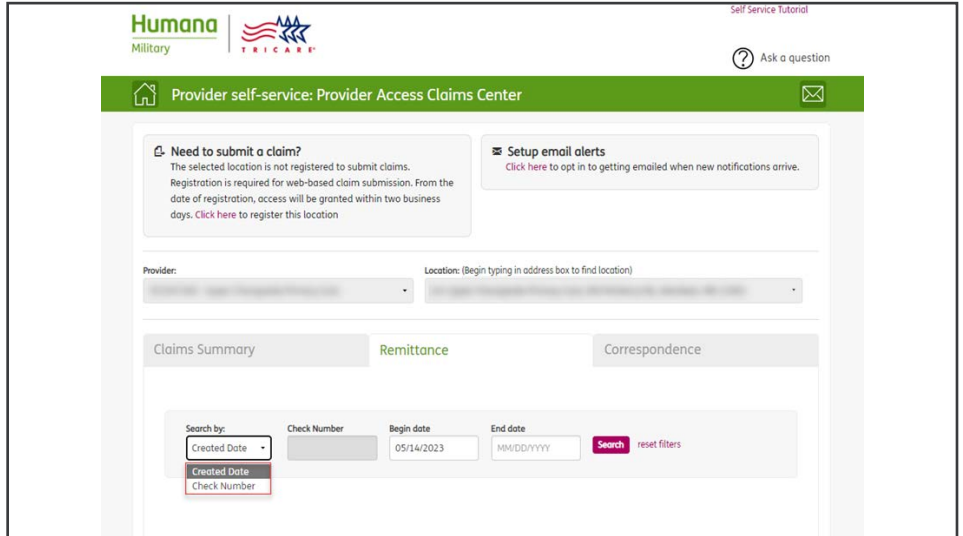
Date of service
 TRICARE ID
 Payment date
 Check Number

Filters applied: Searching by: Date of service / Begin date: 01/01/2023

Claim number	Patient name	Date of service	Processed date	Provider name	Billed amount	Allowed amount	Amount paid	Claim status
[redacted]	[redacted]	06/02/2023	06/07/2023	[redacted]	\$108.00	\$46.88	\$28.88	Processed
[redacted]	[redacted]	06/01/2023	06/06/2023	[redacted]	\$300.00	\$102.91	\$102.91	Processed
[redacted]	[redacted]	06/01/2023	06/06/2023	[redacted]	\$560.00	\$149.46	\$125.46	Processed

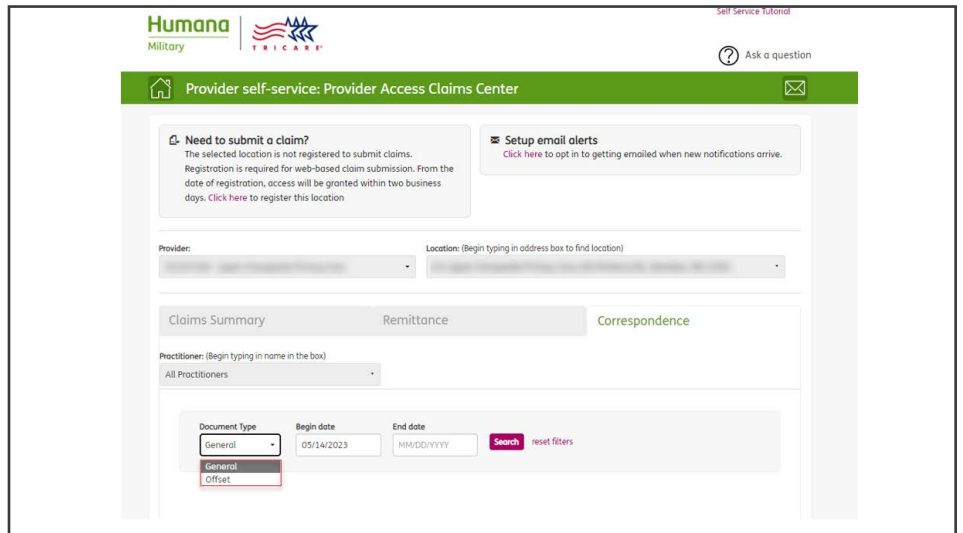
Provider access claims center

- From the **Remittance** tab, you may search by:
 - Created Date
 - Check Number
- Adjust dates as needed



The screenshot shows the 'Remittance' tab selected. At the top, there are logos for Humana Military and TRICARE. Below the header, there are two informational boxes: 'Need to submit a claim?' and 'Setup email alerts'. The main content area has a search bar with a dropdown menu set to 'Created Date'. The search criteria include 'Check Number', 'Begin date' (05/14/2023), and 'End date' (MM/DD/YYYY). A 'Search' button and 'reset filters' link are visible.

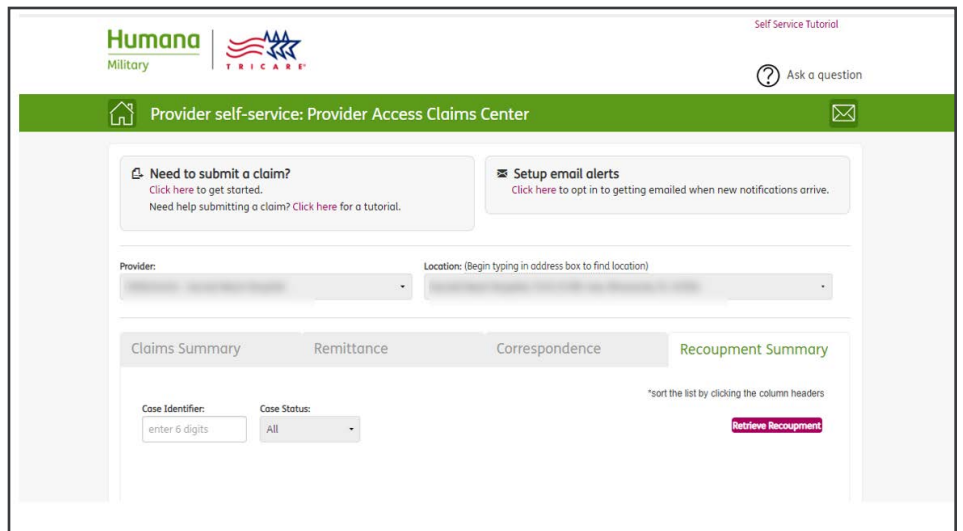
- From the **Correspondence** tab, you may search by:
 - General
 - Offset
- Adjust dates as needed



The screenshot shows the 'Correspondence' tab selected. The search bar dropdown is set to 'General'. The search criteria include 'Begin date' (05/14/2023) and 'End date' (MM/DD/YYYY). A 'Search' button and 'reset filters' link are visible.

If there is a recoupment case for the provider and location, a fourth **Recoupment Summary** tab will be visible.

- From the **Recoupment Summary** tab, you can search for a case by:
 - Entering the six-digit case number
 - Case status
- The recoupment results will show:
 - Reason for recoupment
 - Claims affected
 - Offset information
 - And more

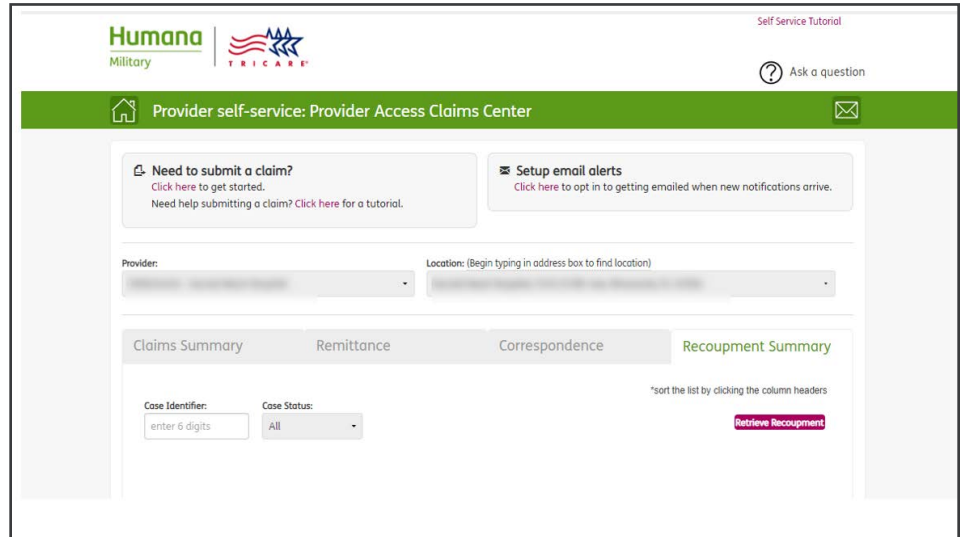


The screenshot shows the 'Recoupment Summary' tab selected. The search bar dropdown is set to 'Case Identifier'. The search criteria include 'Case Identifier' (enter 6 digits) and 'Case Status' (All). A 'Retrieve Recoupment' button is visible.

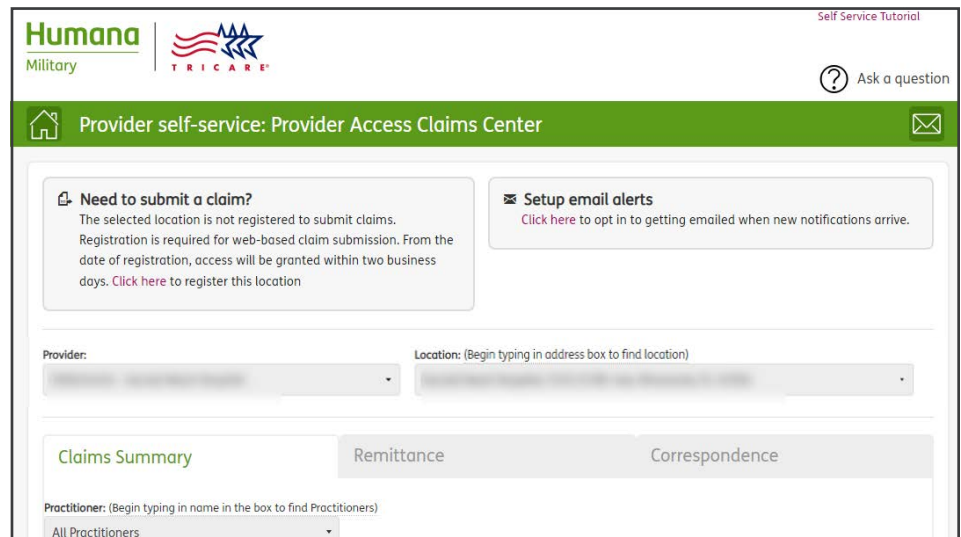
Provider access claims center

Web Claim Submissions

- To set up the tax ID for web claim submissions, choose **Click here** from the claims homepage
- This will take you to the electronic forms
- This request may take a few days to process



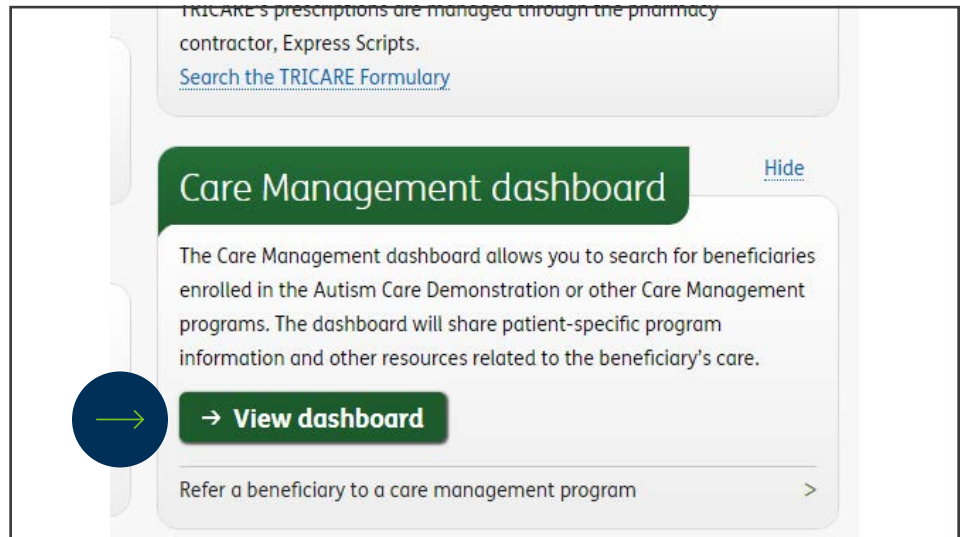
- Once the forms are processed, you will choose **Click here** to get started on the claims homepage
- You can submit professional and institutional claims
- You can submit secondary claims
- **Note:** You cannot submit corrected claims here



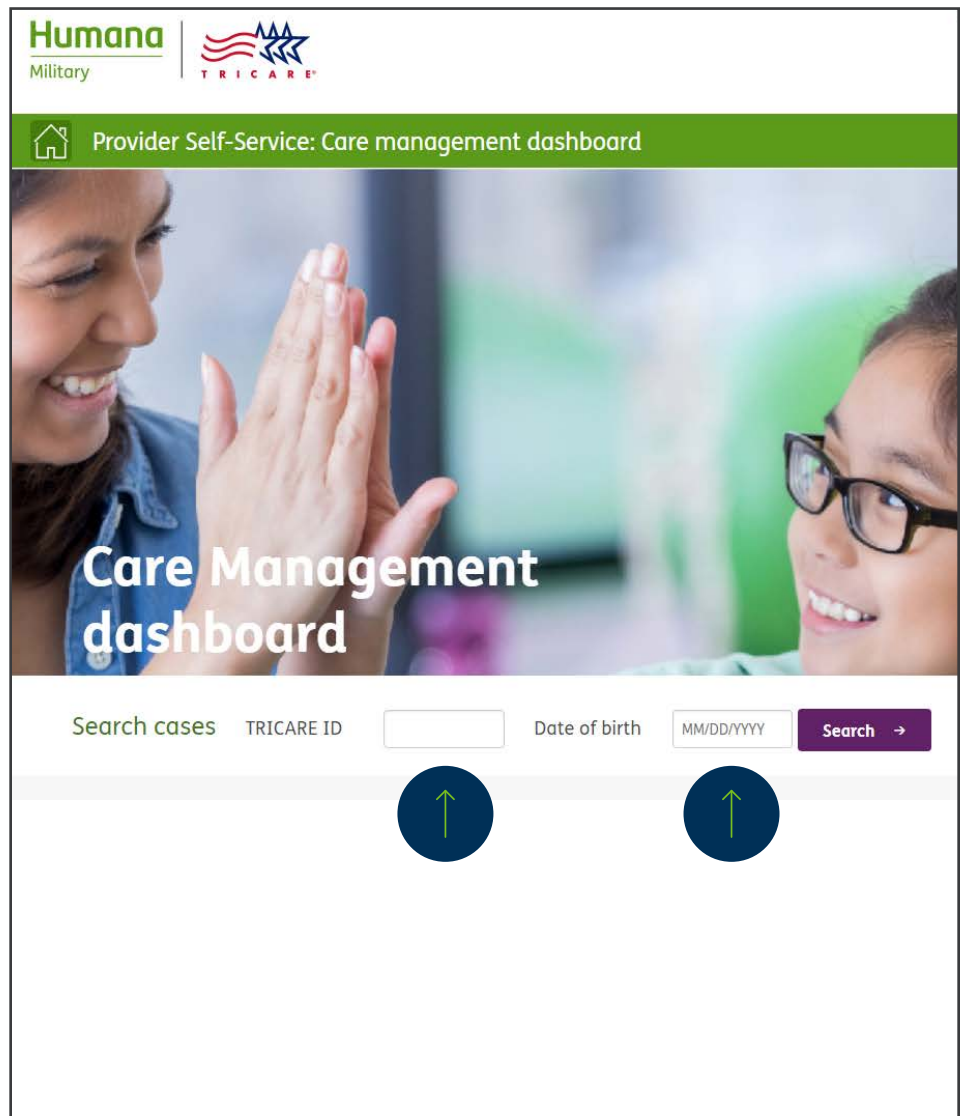
- To view an on-demand claims center demonstration click on this link: [Claims Center Demonstration | Provider On-Demand Webinar](#)
- To view an on-demand recoupment summary search demonstration click on this link: [Recoupment Summary Search | Provider On-Demand Webinar](#)

Care management dashboard

- From the home page, click to **View dashboard**

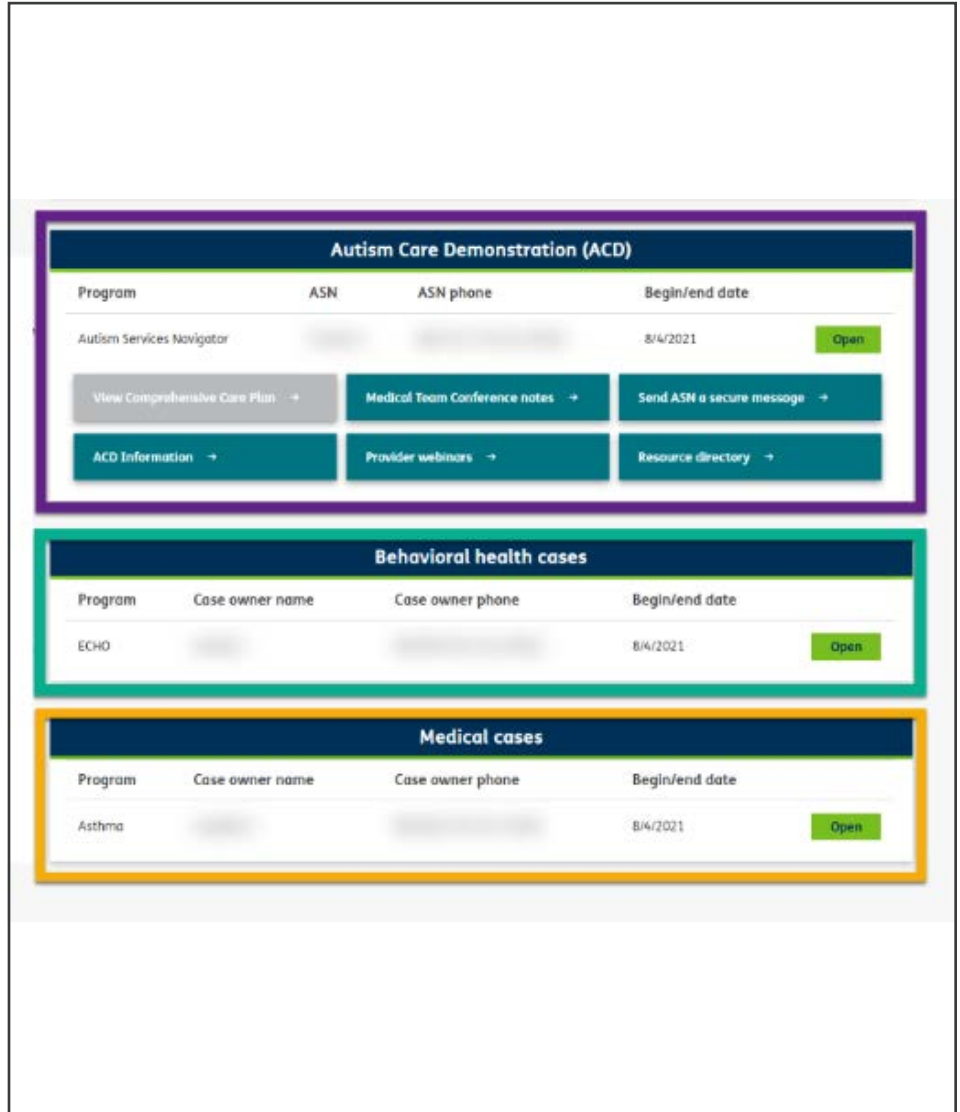


- The beneficiary's TRICARE ID and date of birth is required
- Enter in the fields and **Search**



Care management dashboard

- The dashboard will display all programs for the beneficiary
- For beneficiaries enrolled in the Autism Care Demonstration (ACD), you will have access to:
 - The Comprehensive Care Plan (CCP)
 - Medical Team Conference notes
 - A link to send a secure message to the Autism Services Navigator (ASN)
- For beneficiaries enrolled in case management, you will have access to:
 - Program name
 - The case manager's name and phone number



The screenshot displays three distinct sections of the dashboard, each with a table of data and a set of action buttons.

Autism Care Demonstration (ACD)

Program	ASN	ASN phone	Begin/end date	
Autism Services Navigator			8/4/2021	Open

Buttons below the table: [View Comprehensive Care Plan](#), [Medical Team Conference notes](#), [Send ASN a secure message](#), [ACD Information](#), [Provider webinars](#), [Resource directory](#)

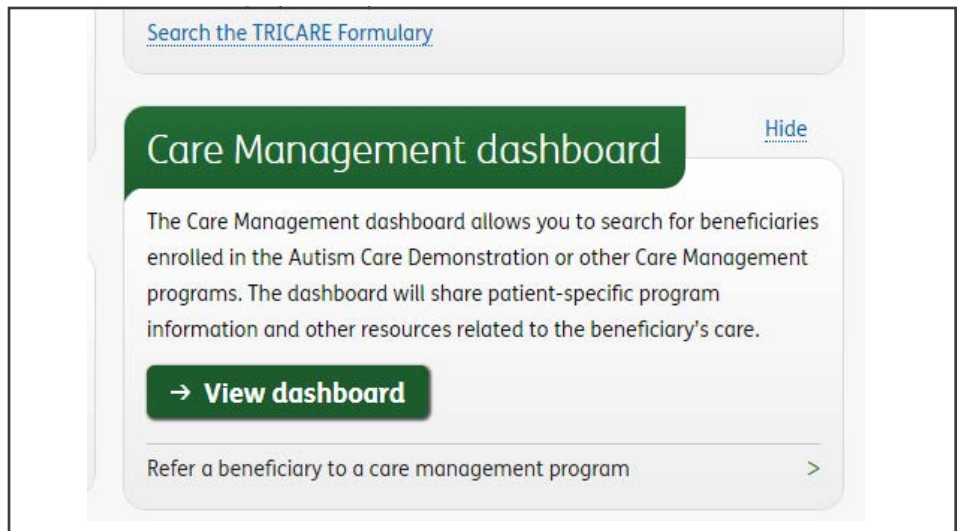
Behavioral health cases

Program	Case owner name	Case owner phone	Begin/end date	
ECHO			8/4/2021	Open

Medical cases

Program	Case owner name	Case owner phone	Begin/end date	
Asthma			8/4/2021	Open

- To refer a beneficiary to a care management program, choose the link under the dashboard
- Fill out the electronic form and submit



The screenshot shows a card titled "Care Management dashboard" with a search bar and a "View dashboard" button.

[Search the TRICARE Formulary](#)

Care Management dashboard [Hide](#)

The Care Management dashboard allows you to search for beneficiaries enrolled in the Autism Care Demonstration or other Care Management programs. The dashboard will share patient-specific program information and other resources related to the beneficiary's care.

[→ View dashboard](#)

Refer a beneficiary to a care management program [>](#)

Provider self-service tutorial

