Photo by: Airman 1st Class Hanah Abercrombie

Submit referrals and authorizations

Via provider self-service on HumanaMilitary.com

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Referrals and authorizations: What can you do?

- Sign up for provider self-service (one-time activation code required). It is the fastest way to obtain a referral or authorization.

- Enter the exact CPT code(s) and diagnosis code(s) for a specific patient.

- Most referrals/authorizations submitted through the portal will be approved instantly.

- All referrals/authorizations receive immediate confirmation.

- Majority of referrals/authorization are processed within 24 hours with accurate information.

- You can upload supporting documentation for referral/authorization to get a faster response.

- New submission of a referral can take less than 90 seconds.

- Update existing referrals and authorizations.

- Submit and track claims for payment.

Referrals and authorizations: What do you need?

- Sponsor's Social Security Number (SSN) or the patient's Department of Defense (DoD) benefits number on the back of the military ID.

- Patient's name and Date of Birth (DOB).

- Other Health Insurance (OHI) information if applicable.

- Type of service, location of service.

- Diagnosis code(s), CPT code(s), HCPCS code(s).

- Supporting documentation (if needed).

Referrals and authorizations: What do you get?

Confirmation of successful submission

Approval of submitted request

Provider self-service: Additional functions

- Multi-location access

- Update referrals/authorizations

- Submit/Check the status of claims

- Check patient eligibility

- Send a secure message

- Online chat

- Help manage patient care

- Code look up

- Notifications (explanation of remittance)

- E-mail alerts

- Update office locations

Thank you