



Photo by: Airman 1st Class Hanah Abercrombie

Submit referrals and authorizations

Via provider self-service on [HumanaMilitary.com](https://www.humanamilitary.com)



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

The screenshot shows the Humana Military TRICARE website interface. At the top left is the Humana Military logo and the TRICARE logo. At the top right is a question mark icon and the text "Ask a question". Below the header is a green navigation bar with a home icon. The main content area has the heading "Create new referral or authorization" and a sub-heading "Request submitted: Pending review*". Below this, there is a list of details: Patient (redacted), Service (Cardiology - Cardiology, General), and Rendering provider (redacted). The Date submitted is 09/03/2021. A note states "*Most web requests are processed within 24 hours" and a "View details" link is provided. A "Request another service" button is located below the details. At the bottom, there is a question "Would you like to refer a beneficiary to one of our clinical management programs?" with a "Refer now" button.

Approval of submitted request

The screenshot shows the Humana Military TRICARE website interface. At the top left is the Humana Military logo and the TRICARE logo. At the top right is a question mark icon and the text "Ask a question". Below the header is a green navigation bar with a home icon. The main content area has the heading "Create new referral or authorization" and a sub-heading "Request submitted: Approved". Below this, there is a list of details: Authorization # (redacted), Patient (redacted), Service (Dermatology - Dermatology, General), and Rendering provider (redacted). The Date submitted is 09/03/2021. A "View details" link is provided. A "Request another service" button is located below the details. At the bottom, there is a question "Would you like to refer a beneficiary to one of our clinical management programs?" with a "Refer now" button.

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

