



## Humana Member Summary frequently asked questions

### General questions

**1. Q: Why can't I access member summaries for some of my patients?**

**A:** Member summaries are not available for patients who have opted out of sharing information with their healthcare providers.

**2. Q: I have received an error message. What does this mean?**

**A:** The explanations for specific error messages are outlined below.

**“This member is not eligible for member summary.”**

**“No data available for this member.”**

**“Member not found.”**

- These messages mean that our records show the patient does not have an active Humana medical plan.

**“We are unable to produce a member summary at this time. Please try again later.”**

- This means that there is a system error.

**“Additional information is available, but could not be displayed.”**

- This means that the data has been truncated to limit the report to three pages.

**“Member has elected not to share his/her clinical information at this time.”**

- This means the member has opted out of the Humana Member Summary program.

**“No information is currently available. Clinical inference is a pilot program presenting information for a limited number of healthcare providers.”**

- A system error has prevented display of the clinical inference section of the Humana Member Summary. During the patient's next office visit, please assess the patient for the condition(s) listed. If, in your clinical judgment, you agree the patient has the condition, please document the diagnosis in the chart and corresponding claim. For more information, contact your Humana market representative.

**“Sensitive lab(s) suppressed,” “Sensitive diagnosis suppressed,” “Sensitive facility suppressed,”**

**“Sensitive prescription suppressed.”**

- These messages mean that certain data have been hidden due to their sensitive nature. Please see the Humana Member Summary disclaimer at the end of this document for more information.

**“Invalid date of birth submitted.”**

- Please confirm member information and the format of data and resubmit your request.

**3. Q: How can I get more information about the Humana Member Summary?**

**A:** Please contact Humana provider relations at 800-626-2741, Monday through Friday from 8 a.m. to 5 p.m., Central time.



## Availity.com processing questions

**1. Q: What is a member summary batch?**

**A:** It is a tool that allows you to access multiple member summaries at the same time.

**2. Q: What is an individual standard member summary?**

**A:** It is a standard member summary that can be processed individually.

**3. Q: How do I submit a batch request?**

**A:** Select the batch link, then follow the step-by-step instructions that are displayed. If you need to run a batch for a panel of 1,000 members or more, please run the request after 4 p.m., Eastern time.

**4. Q: What is meant by the term “split data?”**

**A:** It means you can request data by provider, appointment date or both.

**5. Q: Why am I receiving multiple files from my request?**

**A:** A size limitation is applied to each zip file to accommodate users with slow connection speeds and common email system file size limits. Humana uses a 10MB limit, which allows approximately 45 member summaries to be stored in one zip file.

**6. Q: Do I have to wait for the file to finish downloading before I submit another batch request?**

**A:** No. You can start the process and return to that request at a later time.

**7. Q: What do I do if there was an error in processing my batch request?**

**A:** Restart the request by clicking the “Clear” button, uploading the .xlsx file with member information again and selecting the "Process" button. This will restart the entire batch request.

**8. Q: How will I know when my batch request is complete?**

**A:** After you follow the member summary processing instructions and click the “Process” button, you will know that your batch request is complete when you see “100% complete” at the bottom of the page. You would then click on the download link to access the member summary.

**9. Q: How long do I have to download my batch request?**

**A:** You have seven days. After that, the files are purged, and the status indicates the files have “expired.”

### Humana Member Summary disclaimer

The Humana Member Summary is not a medical report, nor is it intended to be a complete record of a patient’s health information. Certain types of information may have been intentionally omitted due to its sensitivity (psychiatric or substance abuse issues, HIV/AIDS, sexually transmitted diseases, abortion) or for other reasons, and the summary may contain errors. Physicians must use their professional judgment to verify the information in this summary and should not exclusively rely on the summary to treat their patients. Diagnosis information is powered by Humana’s clinical rules engine.