



Resource sheet for healthcare providers

Help yourself to the information you need, when you need it. There's **never any waiting** to speak to our automated agent or to work with us online via Availity Essentials tools – and they're both **available around the clock** for your convenience.

Availity Essentials ([Availity.com](https://www.availity.com)) enables you to do the following and more online:

- Check eligibility and benefits
- Submit referral and preauthorization requests
- Check the status of claims and authorizations
- Submit disputes or appeals for finalized claims
- View remittance advice
- Manage overpayments
- Respond to medical record requests

How can I check my patient's coverage?

Use the Availity Essentials Eligibility and Benefits tool or call **800-448-6262** (commercial) or **800-457-4708** (Medicare) to speak to Humana's automated agent.*

What services require preauthorization?

Visit [Humana.com/PAL](https://www.humana.com/PAL) for preauthorization and notification lists.

How can I submit preauthorization or referral requests or check preauthorization status?

Use the Availity Essentials Authorizations & Referrals tools or call **800-523-0023** to speak to our automated agent.*

For some services, preauthorizations are handled by utilization management organizations. Visit [Humana.com/Authorizations](https://www.humana.com/Authorizations) for details.

For pharmacy or medication preauthorizations, go to [www.Covermymeds.com](https://www.covermymeds.com) or, on Availity Essentials, locate the CoverMyMeds link under Authorizations & Referrals.

How can I submit claims?

For information about submitting claims electronically via clearinghouse, visit [Availity.com](https://www.availity.com). You can also submit claims online, on Availity Essentials. For more on Humana claim submission, go to [Humana.com/ClaimResources](https://www.humana.com/ClaimResources).

How can I submit requested medical records?

Use the Medical Records Management (MRM) tool on Availity Essentials.

How can I check claim/payment status?

Use the Availity Essentials Claim Status or Remittance Inquiry tools. Or call **800-448-6262** (commercial) or **800-457-4708** (Medicare) to speak to our automated agent.*

How can I submit a claim appeal or dispute?

Use the Availity Essentials Claim Status tool to locate the finalized claim and select the "Dispute Claim" button to add the request to your Appeals worklist. Use the Appeals tool to submit your request or check status.

How can I manage overpayments?

Use the Availity Essentials Overpayments tool or call our Provider Payment Integrity team at **800-438-7885**. For more information, visit [Humana.com/PPI](https://www.humana.com/PPI).

How can I manage electronic payments?

Visit [Humana.com/ePaymentInfo](https://www.humana.com/ePaymentInfo) for details on electronic claim payment processes such as Electronic Remittance Advice and Electronic Funds Transfer (ERA/EFT).

How can I submit prescriptions to CenterWell Pharmacy™?

Mail delivery: go to [CenterWellPharmacy.com](https://www.CenterWellPharmacy.com), call **800-379-0092** or fax **800-379-7617**.

Specialty pharmacy: call CenterWell Specialty Pharmacy™ at **800-486-2668** or fax to **877-405-7940**.

Training and education

- Learn about Availity Essentials: [Humana.com/ProviderSelfService](https://www.humana.com/ProviderSelfService)
- Sign up for a live webinar on online tools: [Humana.com/ProviderWebinars](https://www.humana.com/ProviderWebinars)
- View brief narrated video presentations designed to make it easier for you to do business with Humana: [Humana.com/MakingItEasier](https://www.humana.com/MakingItEasier)



*Give our automated phone agent a try...

You may be surprised at how much this technology can do! The agent responds to verbal requests, so you can speak conversationally. You'll receive a reference number for each completed call.