



Humana digital member ID cards

Frequently asked questions and answers for physicians and health care providers

1. Q: What is happening?

A: Humana members will soon have the convenience of a digital member ID card. **Please note: Humana members will continue to receive physical member ID cards. Digital ID cards are available as an option for members; they are not replacing physical member ID cards.**

This means that your patients with Humana coverage may present a digital member ID card on their smartphone, instead of a physical member ID card. Patients may also choose to print a paper version from their MyHumana ID Card Center or to fax a copy of the card to your office from their smartphone. We respectfully request that you accept a digital, faxed or printed version of these patients' ID cards when they visit your office for care.

2. Q: Are digital ID cards replacing Humana members' physical ID cards?

A: No. Humana members will continue to receive physical member ID cards. Digital ID cards are available as an option for members; they are not replacing physical member ID cards.

3. Q: What are the provider benefits?

A: Physicians and other health care providers benefit from digital ID cards in the following ways:

- A digital ID card means that your patients with Humana coverage will have the most up-to-date information on their account.
- A faxed version of the member ID card can be inserted easily into a patient's paper record.

4. Q: What are the benefits for my patients?

A: Patients benefit from digital ID cards in the following ways:

- Patients with digital ID cards don't have to keep plastic versions in their wallets anymore.
- As soon as a patient's account with Humana is updated, the digital ID card is updated.
- Patients can fax a copy of the card to their physicians or health care providers from a smartphone.
- Patients can print copies to give to their physicians or health care providers using the MyHumana ID Card Center.

5. Q: How do patients access their digital member ID cards?

A: Please refer to the following for details regarding how patients can access their digital ID cards:

- **All members** can access a PDF of their Humana ID cards by logging in to MyHumana (registration required) and visiting the ID Card Center. Once logged in, the patient can



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print a paper copy. If the patient doesn't have a password and user ID yet, it's simple to follow the steps to set this up on **Humana.com**.

- **Smartphone users** can view their ID cards from the MyHumana mobile app. To search for the app, the patient can visit the app store for his or her phone and search for "Humana." Once logged in to the app, the member can find the Humana ID card on the phone. Using the MyHumana app, the patient can fax a copy to physicians or health care providers.

6. Q: Are digital ID cards available to all Humana members?

A: Yes.

7. Is Humana the only carrier with digital ID cards?

A: No. Other carriers also have introduced digital member ID cards.

8. Q: Who can my patients contact with questions about their ID cards?

A: If your patients have questions about their digital or physical ID cards, please encourage them to contact Humana at 1-800-4HUMANA (1-800-448-6262).