

# Humana Behavioral Health™ provider resource guide

## Status updates/general information

### Humana claim status/eligibility:

**1-800-4HUMANA (1-800-448-6262)**

### Humana Behavioral Health customer service/ provider relations:

**1-800-890-8288**

Monday – Thursday, 7 a.m. – 6:30 p.m., Central time

Friday, 7 a.m. – 6 p.m., Central time

### Local Humana Behavioral Health provider consultants:

For contract status, fee schedule requests, questions about adding or leaving a group, demographic changes or tax ID changes, email

**behavioralhealthproviderservices@Humana.com**

or call **1-800-890-8288**.

### Locate a behavioral health provider in our network:

please visit **HumanaBehavioralHealth.com**.

## Preauthorization and notifications

Online: **www.onlineauth.com** (available 24 hours a day)

By phone: **1-800-448-6262** (available 24 hours a day)

## Claims clearinghouse information

Humana: **1-800-448-6262**

Availity: **1-800-282-4548**

## Humana claims

### For Humana members, use these payer IDs:

Claims: 61101

Encounters: 61102

### Humana claims address:

P.O. Box 14601

Lexington, KY 40512-4601

### Humana encounters address:

P.O. Box 14605

Lexington, KY 40512-4605

### Claims escalation:

Call Customer Care at **1-800-448-6262** and request a reference number. Allow 20 to 30 days for a resolution before contacting Customer Care to obtain status; refer to the reference number when calling. If not resolved, obtain a Humana Claim Escalation Form from a provider consultant. Please complete the form and email it to

**Humanaproviderservices@Humana.com**.

You will receive an acknowledgment letter that includes a new reference number. Use this number to check status and communicate about the issue with Humana's claims unit.

## Grievances

Verbal complaints may be filed by calling the number on the back of the Humana member ID card.

### To file a formal, written grievance, write to:

- **Humana commercial:**

Humana Grievances and Appeals

P.O. Box 14546, Lexington, KY 40512-4546

- **Humana Medicare Advantage:**

Humana Grievances and Appeals

P.O. Box 14165, Lexington, KY 40512-4165

- **Non-Humana members/network contract issues:**

Humana Behavioral Health Grievances and Appeals

2101 W. John Carpenter Freeway, Irving, TX 75063-3228

## Appeals

Humana Behavioral Health is not the claims payer or delegated entity to process appeals for most health plans. To ensure swift resolution of your concern, follow the appeal instructions outlined in the denial letter or explanation of benefits. Appeals must be requested in writing.

For questions, call the number on the back of the Humana member ID card. To appeal decisions for non-Humana members or contractual denials issued by Humana Behavioral Health's Utilization Management Department, you should use the Texas address above.

## Financial recovery (provider payment integrity)

### For Humana members:

Call **1-800-438-7885** for information; to dispute, write to:

Humana Health Care Plans

Attn: Financial Recovery Correspondence

P.O. Box 14601, Lexington, KY 40512-4601

## Resources available at

### **HumanaBehavioralHealth.com**

- In-network behavioral health provider locator
- Medical necessity clinical criteria for mental health and chemical dependency\*
- Clinical and assessment guidelines
- Information exchange expectations for continuity and coordination of care
- Preventive behavioral health screening programs
- Treatment record policies

\*Medicare medical necessity clinical criteria are available through the Medicare Coverage Database found at **www.cms.gov**.

Administered by Humana Behavioral Health  
Administrators in the state of California