



Medicare Advantage (MA)

Full and Partial Networks Private Fee-for-service (PFFS)

Electronic claims filing

Humana's MA Full and Partial Networks PFFS plans

Humana's MA full and partial networks PFFS claims can be filed electronically through various clearinghouses. Our preferred clearinghouse is Availity®. The payer ID for claims is **61101**, and the payer ID for encounters is **61102**. Some clearinghouses might charge a service fee. Please contact your clearinghouse for more information.

Paper claims filing

Humana's MA Full and Partial Networks PFFS plans

Please submit your claims electronically whenever possible. Humana receives submissions through Availity at no charge to the healthcare provider; however, you can continue submitting transactions to your existing clearinghouse. These Humana claims will be forwarded to Availity if the clearinghouse is listed for forwarding.

Submit paper claims to:

**Humana's MA Full and Partial Networks
PFFS Plans
c/o Humana Claims Office
P.O. Box 14601
Lexington, KY 40512-4601**

Humana's MA full and partial networks PFFS plans allow payment for covered services at contracted rates minus the patient's cost share, which typically is a copayment. To facilitate efficient and accurate claims processing, please:

- Include your provider Tax Identification Number, Medicare ID, National Provider Identifier and taxonomy number. Facilities should use the subunit identifier with their facility ID.
- Consider using dedicated Medicare billing staff and/or Medicare editing software.
- Include any documentation that would be required on a Medicare claim.

Admission preauthorization

Inpatient admissions for Humana Network PFFS plans are not subject to prior authorization requirements; however, notifications are requested for any admission to a hospital or skilled nursing facility. Notification helps the patient use case management and Humana disease management programs upon discharge.

Notifications may be initiated:

- Online at [Availity.com](https://www.availity.com) (registration required)
- By calling Humana's interactive voice response (IVR) line at **800-523-0023**

The claims and Customer Care telephone number is 800-4HUMANA (800-448-6262).

Benefit Summaries

To access your patient's plan summary:

- Sign into [Availity.com](https://www.availity.com).
- Select "Patient Registration" at the top left of the page.
- Choose "Eligibility and Benefits Inquiry."
- Complete the "New Request" form to search for the patient's benefits.
- Select the "Medicare Certificate of Coverage" button.
- Accept the disclaimer that states you are leaving the Availity site. Humana's website will open at a page where you can search for the patient's plan.
- Be sure to review the "Coverage and Benefits" tab to determine if a patient is cost-share protected. CSP means the patient cannot be balance-billed.

To view your patient's Humana ID card

- Sign into [Availity.com](https://www.availity.com).
- Select "Payer Spaces."
- Select "Humana."
- Select "View ID Card."