

Provider Quick Reference Guide

Work with Humana online via the multipayer Availity Web Portal or the secure Humana.com provider portal. (Registration required.) Self-service features include:

- Eligibility and benefits inquiries (including out-of-pocket accumulators)
- Referral/Authorizations submission, notification and inquiries
- Claims management and status inquiries
- Remittance advice inquiries and download
- Medical records management
- Electronic funds transfer and electronic remittance advice enrollment

Market Contacts

Provider Engagement	
Contractor	
Contract Administrator	

Humana Payer IDs:

Claims: 61101
 Encounters: 61102
 Delegated Providers: 61105

Clearinghouses:

Availity: 1-800-282-4548
 ZirMed: 1-877-494-7633
 *Some clearinghouses may charge a service fee

Provider and Customer Service

Provider and Customer Service	1-800-457-4708	
Claims Humana.com/claimresources	Medical claims: Humana Claims, P.O. Box 14601, Lexington, KY 40512-4601 Dental claims: Humana Dental Claims, P.O. Box 14611, Lexington, KY 40512-4611 Encounters: Humana Claims Office, P.O. Box 14605, Lexington, KY 40512-4605	Claims escalation process: Call Humana’s provider call center. Agents can answer most claims questions and will initiate contact with other departments as needed. Note the reference number issued. If your inquiry is referred to another area, you will receive a letter with a determination within 30 to 45 days. If you feel your issue is still unresolved, reconsideration requests may be submitted by secure email to humanaproviderservices@humana.com .
Provider Payment Integrity	1-800-438-7885	Refer to information provided in your overpayment letter.
Provider Payment Integrity – Clinical Audits Humana.com/PPI	Fax: 1-888-815-8912	Humana Provider Payment Integrity Clinical Audit Disputes P.O. Box 14279 Lexington, KY 40512-4279
Web-based Services Availity Web Portal, secure Humana.com provider portal, ERA, EFT	ebusiness@humana.com	Help with the Availity Web Portal: Availity Customer Service 1-800-282-4548
Provider Education		
Making It Easier for Health Care Providers On-demand Presentations	Each presentation addresses a specific claims policy or process topic in about 10 minutes, with a downloadable tip sheet.	Humana.com/MakingItEasier
Preauthorization and Case Management		
Clinical Intake Team Referrals, authorizations and notifications	1-800-523-0023	Online referrals and authorizations Availity Web Portal: www.Availity.com Humana Web Portal: http://www.Humana.com
Case Management	Commercial: 1-800-327-9496 Medicare and Medicaid: 1-800-322-2758	
Consult – Radiology Services	Customer service: 1-866-825-1550 Online help: 1-800-546-7092	Healthhelp.com/humana rcsupport@healthhelp.com
OrthoNet – Orthopedic Services	PT/OT/ST: 1-800-862-4006 Musculoskeletal Surgery: 1-866-565-4733 Pain Management: 1-888-605-5344	Forms available at http://www.orthonet-online.com/DL_humana.html
Pharmacy Services		
Humana Clinical Pharmacy Review Authorizations, step therapy, quantity limits and medication exceptions	Phone: 1-800-555-2546 Fax: 1-877-486-2621	

Find more tips on working with Humana at humana.com/provider/medical-providers/education/tools/