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Preauthorization Automation on Availity Essentials

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Availity Essentials is updated frequently. For the most current information on this topic, register for a webinar on

[Humana.com/ProviderWebinars](https://www.humana.com/providerwebinars).

Preauthorization automation: What is it?



An **optional step** in Humana's preauthorization process on Availability Essentials



Available for **select services** on Humana's preauthorization lists (PAL)



A **brief series of questions** allowing Humana to deliver **instant determination** if coverage criteria are met

Examples include some types of:

- Durable medical equipment
- Genetic testing
- Behavioral health services
- Outpatient surgery
- Cosmetic/plastic surgery



Find Humana's preauthorization lists (PAL) at [Humana.com/PAL](https://www.humana.com/PAL).

Why use preauthorization automation?



Streamlines the overall process, including Humana's review



Provide clinical information that allows for a faster preauthorization decision



Even if the preauthorization can't be approved instantly, the information you provide can help Humana review and process the request faster.

Getting started

Sign in or register
at [Availability.com](https://availability.com).



The screenshot shows a web browser window with the URL <https://availability.com>. The page features the Availability logo and a navigation menu with links: Home, Provider Solutions, Healthplan Solutions, Vendor Solutions, Connect, Resources, and About. A prominent banner celebrates "20 YEARS of INNOVATION" with a molecular structure graphic. In the top right corner, a box highlights the "Availity Essentials (Portal)" section, which includes "LOGIN" and "REGISTER" buttons. A red arrow points from the text "Sign in or register at Availability.com." to the "REGISTER" button.

Availity | 20

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20 YEARS of INNOVATION

Celebrating 20 years of streamlining your eligibility and benefits, claims management, and authorizations processes.

Collaborating for patient care requires consistency and up-to-date information. Simplify your process and enhance that information with your payers...

Begin the preauthorization process as usual

Home > Authorizations & Referrals > Authorizations

A Authorizations


[Give Feedback](#) [New Request](#)

- 1 Start an Authorization
- 2 Add Service Information
- 3 Rendering Provider/Facility
- 4 Review and Submit

Transaction Type
Outpatient Authorization

Organization
[REDACTED]


Payer
HUMANA



PATIENT INFORMATION ☐ SHOW OPTIONAL FIELDS

Member ID ⓘ

Relationship to Subscriber ⓘ

Patient Date of Birth 

Submit the
preauthorization
as usual.

Look for the questionnaire button

Home > Authorizations & Referrals > Authorization Response

A Authorization Response

Give Feedback New Request

Transaction ID: Customer ID: Transaction Date:

Patient

Member ID Date of Birth

Eligibility Status Group Number Plan / Coverage Date

Active Coverage

Transaction Type Organization Payer

Outpatient Authorization HUMANA

Print Add Clinical Documents

Attention: This case requires clinical review

- To expedite clinical review you have the option to complete a PAL Automation questionnaire.
- The answers to the questionnaire may lead to a real time approval.
- Even if an online approval is not provided immediately, the information provided on the questionnaire will help Humana complete a faster review.

Complete Questionnaire

Certificate Information

Reference Number	Status
	PENDING

Review Reason 1

If preauthorization automation is available, this message appears on the results page.

Select the "Complete Questionnaire" button to begin.

Respond to the questions

Answer the questions and select "Next."

Auth QnA

Humana®

Patient Name:

Patient DOB:

Subscriber ID:

Negative Pressure wound therapy

Orthognathic Surgery

Group 2 Single Power Option Power Wheelchair

Please select one of the following that best describes the negative pressure wound therapy request. *

☐ A. Initial request for treatment (wound has never been treated in the past with negative pressure wound therapy).

☒ B. Evaluation of ongoing wound treatment with negative pressure wound therapy.

To extend your preauthorization beyond 30 days, please update your original authorization via the "Auth/Referral Inquiry" page on Availity or by calling 1-800-523-0023.

Next »

Example question types



Questions vary by service type and are subject to change.

Yes/No questions

Is the maxillary and/or mandibular facial skeletal deformity causing a functional impairment* of masticatory malocclusion? ⓘ *

☐ Yes ☐ No

Checkboxes allowing multiple selections

Please select all of the following conditions that apply to the member *

- ☐ A. Active bleeding
- ☐ B. Current use of anticoagulation (eg, Coumadin, heparin or Lovenox). This does not refer to antiplatelet therapy (eg, aspirin, Plavix or Ticlid).
- ☐ C. Exposed vital organs
- ☐ D. Fistulas to organs or body cavities
- ☐ E. Inadequate wound hemostasis
- ☐ F. Inadequately debrided wounds
- ☐ G. Malignancy in the wound
- ☐ H. Necrotic tissue with eschar
- ☐ I. Placement is over exposed arteries or veins
- ☐ J. Placement over exposed nerves
- ☐ K. Presence of exposed anastomotic sites (located at the site of the surgical connection of two tubular structures)
- ☐ L. Untreated osteomyelitis
- ☐ M. Adhesive allergies
- ☐ N. Fragile skin due to age, chronic corticosteroid use or collagen vascular disorder
- ☐ O. Untreated cellulitis
- ☐ None of the above

Text boxes

Please write a detailed description of the functional impairment considered to be the direct result of the skeletal abnormality. *

Review your answers

Auth QnA Humana®

Patient Name: **Patient DOB:** **Subscriber ID:**

Please confirm below entered information:

Negative Pressure wound therapy

Please select one of the following that best describes the negative pressure wound therapy request.

B. Evaluation of ongoing wound treatment with negative pressure wound therapy.

Orthognathic Surgery

Does the member have a maxillary and/or mandibular facial skeletal deformity? **No**

Does the member have a maxillary and/or mandibular skeletal abnormality due to trauma (e.g., fracture) or illness (e.g., neoplasm, osteonecrosis) causing a functional impairment*? **No**

Is the request for reconstructive orthognathic surgery for cleft palate or craniofacial syndromes ca... **No**

...ted to, craniofacial
...cher Collins

standard pr...

< Back **✓ Submit**

If you need to correct your answers, use the "Back" button.

When finished, select "Submit."

View your results – Approved status

View approval
status and
authorization
number here.

Auth QnA

Humana®

Authorization 123456789 is **Approved**.

Authorization is based on information provided; it is not a guarantee of payment. Billed services are subject to medical necessity, appropriate setting, billing/coding, plan limits, eligibility at time of service. Verify benefits online or call Customer Service. (Not Applicable for Colorado Members)

Note: To check the status of your request please use the Auth/Referral Inquiry application located on the Availity home page.

View your results – Pended status

Be sure to review the message(s) displayed here.

To upload supporting records, select “Submit Medical Records.”

Auth QnA

Humana®


Your request has been **PENDED** and is currently under review.

Please note that photos must be of sufficient quality to show the light reflex on the cornea, and demonstrate the lid margins in relation to the pupil.

Please click the 'submit medical records' link below to submit any medical records that support your request. Include history and physical, patient's signs and symptoms, rationale for the request, and any other relevant clinical information.

Note: To check the status of your request please use the Auth/Referral Inquiry application located on the Availity home page.

[Submit Medical Records](#)



You can upload up to 10 medical records of 6 megabytes each. File types can include .pdf, .jpeg, .tif or .tiff.

Accessing the questionnaire
after initial submission in
Authorization Management

Locating previously submitted authorizations

Availity

essentials

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Keyword Search

Home > Humana > Authorization Management

Authorization Management

Humana

Disclaimer: Authorization is based on information provided; it is not a guarantee of payment. Billed services are subject to medical necessity, appropriate setting, billing/coding, plan limits, eligibility, and other plan terms. Verify benefits online or call Customer Service. This does not apply to Colorado residents or to plans issued in Colorado.

YOU SEARCHED FOR

ORGANIZATION: HARDISON PEDIATRICS - PS ORG

PRIMARY SORT : ENTRYDATE, DESCENDING

AUTH TYPE: INPATIENT

ADMISSION/DOS FROM:

ADMISSION/DOS TO:

Turn off tooltips

Give Feedback

Edit Search

Quick Search

Your Results (Displaying 1-50 of 1654)

Transaction Id: 12312312

Auth Type	Certification/Reference Number	Patient Name	Member ID	Date of Birth	Admission / DOS	Entry Date	Status Change Date	Auth Status	View Details	Attachments
Inpatient	Certification # 088888888							APPROVED	View Details	Add Clinical Documents
Inpatient	Reference # 081818181							DENIED	View Details	
Inpatient	Reference # 098989898							PENDED	View Details	Add Clinical Documents

Select to view details.

Submitting the questionnaire

Home > Authorizations & Referrals > Authorization/Referral Inquiry Results

Need help? [Watch a demo](#) about Authorizations and Referrals.

Authorization/Referral Inquiry Results

[Give Feedback](#)

[Return to Authorization Management](#)

Transaction ID: [redacted] Customer ID: [redacted] Transaction Date: [redacted]

[redacted] Patient		
Member ID	Date of Birth	Gender
[redacted]	[redacted]	[redacted]
Transaction Type	Organization	Payer
[redacted]	[redacted]	[redacted]

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[Print](#) [Update](#) [Void](#) [Add Clinical Documents](#) [Pin to Dashboard](#)

Attention: This case requires clinical review

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Select to complete the questionnaire.

[Complete Questionnaire](#)

Contact information and additional training

Register for other Humana-led trainings

A link to additional Humana-led training opportunities is in the Humana Payer Spaces, under the “Resources” tab.

Home > Humana

Give Feedback

www.humana.com

Start typing to search this payer space...

Applications **Resources** News and Announcements 2

Sort By A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

- ♥ AAP Guidelines for Perinatal Care
- ♥ American Academy of Pediatrics eBook Collection
- ♥ Humana Compliance Events 03/17/2016
- ♥ Humana's Total Joint Replacement Episode-Based Model 01/04/2017
- ♥ Interactive Provider Webinars 07/08/2020
Humana representatives are here to help physicians and other healthcare professionals use online resources to work with us via the Availity Portal.

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Provider portal webinars and resources

Humana representatives are here to help physicians and other healthcare professionals use online resources to work with us via Availity Essentials. Our interactive webinars generally last 45 minutes to one hour. Check out the session schedules below.

Medical Resources

- Provider self-service →
- Web-based training

Working with Humana online: Availity orientation

Availity Essentials is a multipayer site, so you need only their unique username and password to interact securely with Humana and other participating payers. This webinar provides an overview of how to use Availity Essentials to work with Humana online. Topics include:

- Checking eligibility and benefits
- Submitting referrals and authorizations
- Managing claims and payment information
- Submitting requested medical records
- Completing other secure administrative tasks online

[View Availity orientation schedule and register](#)

Appeals and disputes

This webinar covers how to use Availity Essentials' Appeals function to submit appeals and disputes for finalized Humana Medicare, Medicaid or commercial claims. You can upload needed documentation and check the status of requests that were submitted online.

[View Appeals training schedule and register](#)

Authorization and referral management

This webinar covers the Availity Essentials authorization and referral submission tools, plus Humana's Authorization Management tool. You can use Authorization Management to search for and view existing authorizations. In some cases, you can update a referral or authorization request and add attachments.

[View authorization training schedule and register](#)

Claim management and remittance information

This webinar covers claim-related tools available on Availity Essentials, including:

1. Claim status tool - Search and view submitted claims for your Humana-covered patients
2. Remittance inquiry - View an electronic version of the explanation of remittance (EOR) for your payments

[View claim management and remittance information training schedule and register](#)



Go directly to the webinar list at
[Humana.com/ProviderWebinars](https://www.humana.com/ProviderWebinars).

Helpful contacts and resources



Help with Availity Essentials

Availity Client Services

Phone: **800-AVAILITY (282-4548)**

Online support tickets: Help & Training → Availity Support



Working with Humana online-webinar schedule

Humana.com/ProviderSelfService

<Insert speaker contact info here>



Other

Humana customer service

Phone: **800-4HUMANA (448-6262)**



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Thank you

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