







# Quick Guide to the Availity Portal

## For Humana Behavioral Health providers



### Working with Humana online

Save time and access the most up-to-date tools for working with Humana on the Availity Portal.

 <b>Register for the Availity Portal</b>	<ol style="list-style-type: none"><li>1. Go to <b>Availity.com</b>.</li><li>2. Select <b>Register</b> and complete the online form.</li></ol>
 <b>Check eligibility and benefits</b>	<ol style="list-style-type: none"><li>1. Sign in at Availity.com and go to <b>Patient Registration</b>.</li><li>2. Select Eligibility and Benefits Inquiry.</li><li>3. On the <b>New Request</b> page, select <b>Humana</b> as the payer.</li></ol>
 <b>Submit an authorization</b>	<ol style="list-style-type: none"><li>1. Sign in at Availity.com and go to <b>Patient Registration</b>.</li><li>2. Select <b>Authorizations &amp; Referrals</b>.</li><li>3. On the <b>Authorizations</b> page, select <b>Humana Behavioral Health</b> as the payer.</li></ol>
 <b>Check the status of an authorization</b>	<ol style="list-style-type: none"><li>1. Sign in at Availity.com and go to <b>Patient Registration</b>.</li><li>2. Select <b>Authorizations &amp; Referrals</b>.</li><li>3. On the <b>Authorizations &amp; Referrals</b> landing page, select <b>Auth/Referral Inquiry</b>.</li><li>4. On the <b>Auth/Referral Inquiry</b> page, select <b>Humana Behavioral Health</b> as the payer.</li></ol>
 <b>Submit a claim</b>	<ol style="list-style-type: none"><li>1. Sign in at Availity.com and go to <b>Claims &amp; Payments</b>.</li><li>2. Select <b>Professional Claim</b> or <b>Facility Claim</b>.</li><li>3. On the claim form, select <b>Humana</b> as the payer.</li></ol>
 <b>Check the status of a claim</b>	<ol style="list-style-type: none"><li>1. Sign in at Availity.com and go to <b>Claims &amp; Payments</b>.</li><li>2. Select <b>Claim Status Inquiry</b>.</li><li>3. On the claim form, select <b>Humana</b> as the payer.</li></ol>

For help with using the Availity Web Portal, contact Availity Client Services at 1-800-282-4548.  
For help with Humana policies and procedures, call Humana Customer Service at 1-800-448-6262.

**Humana**<sup>®</sup>

Humana.com