

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.

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

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.com