



# Provider self-service

Via [HumanaMilitary.com](https://www.humanamilitary.com)

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# Access the Humana Military provider site

- Go to [HumanaMilitary.com/log-in](https://HumanaMilitary.com/log-in) and click on "Log in" under the "Providers" section in the middle of the page

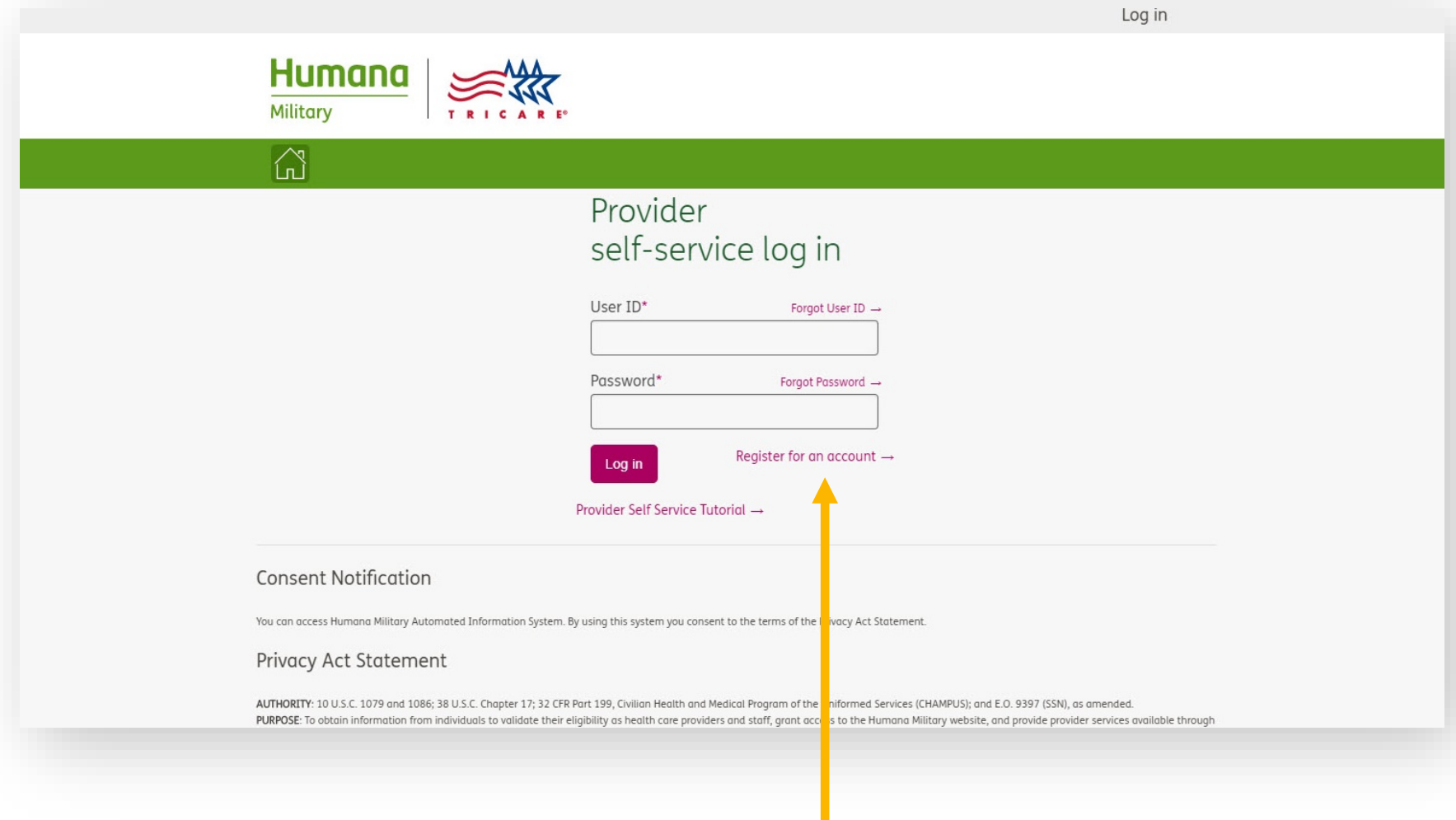
The screenshot shows the Humana Military website homepage. At the top, there is a navigation bar with "Quick links" (dropdown), "About", "Contact us", and "Careers" (dropdown). The Humana Military logo and the TRICARE logo are displayed. A search bar contains "Ask Humana Military" and a "Log in" button is visible. Below the navigation, there are links for "Beneficiary", "Provider", and "Government". The main content area features a large banner with the text "Control. Manage. Access. All in one location." and a woman looking at a laptop. Below the banner are three columns: "Beneficiaries" (Take control of your health with the tools available on self-service. Log in), "Providers" (Manage your TRICARE patients with the tools available on self-service. Log in), and "Government" (Access information to help guide you through TRICARE processes. Log in). A "Feedback" button is on the right. At the bottom, there is a "Did you know?" section with an image of hands typing on a laptop and text explaining the DoD Self-service Logon (DS Logon) ID.

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# Register for an account

- From the self-service log in page, click on the “Register for an account” link
- **Note:** After you register, you must attach a provider to your account and will need one of the following:
  - Tax ID Number (TIN) or
  - Employee Identification Number(EIN)



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# Create account

## Step 1: Getting started

- From the “Create Provider Account” page, read the Consent Notification and the Privacy Act Statement and click the “Continue” button

Log in

**Humana** Military | **TRICARE**

WARNING!  
This site is for the exclusive use of Humana Military Providers, their employees or those rendering services for those providers. Unauthorized access to this site may result in criminal or civil prosecution.

### Create Provider Account

- 1 Getting Started
- 2 Create User ID and Password
- 3 General Information
- 4 User Agreement
- 5 Confirmation

#### Consent Notification

You can access Humana Military Automated Information System. By using this system you consent to the terms of the Privacy Act Statement.

#### Privacy Act Notice

**AUTHORITY:** 10 U.S.C. 1079 and 1086; 38 U.S.C. Chapter 17; 32 CFR Part 199, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); and E.O. 9397 (SSN), as amended.

**PURPOSE:** To obtain information from individuals to validate their eligibility as health care providers and staff, grant access to the Humana Military website, and provide provider services available through Humana Military to validated individuals, including physician referrals, healthcare authorizations, claims payment, assignment of beneficiaries to physicians, and informational contact with validated beneficiaries.

**ROUTINE USES:** Information collected may be used and disclosed generally as permitted under 45 CFR Parts 160 and 164, Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules, as implemented by DoD 6025.18-R, the DoD Health Information Privacy Regulation. Information may also be used and disclosed in accordance with 5 U.S.C. 552a(b) of the Privacy Act of 1974, as amended, which incorporates the DoD “Blanket Routine Uses” published at: <http://dpcl.d.defense.gov/Privacy/SORNsIndex/Blanket-Routine-Uses/> Information collected from you may also be shared with the Departments of Health and Human Services and Homeland Security, and other Federal, State, local, and foreign government agencies, private business entities under contract with the Department of Defense, and individual providers of care, on matters relating to eligibility, claims pricing and payment, fraud, program abuse, utilization review, quality assurance, peer review, program integrity, third-party liability, coordination of benefits, and civil or criminal litigation.

**DISCLOSURE:** Voluntary; however, failure to furnish all requested information will result in an individual not being able to access provider services available through the Humana Military website. For more information on Humana Military’s privacy practices, including web site Terms of Use and Internet Privacy Statement [click here](#).

→ Continue

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# Create account

## Step 2: Create user ID and password

- From the “Create Account” page, create a User ID and Password
- Choose Password questions and provide answers
- Click the “Submit” button

Log in

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### Create Account

1 Getting Started | 2 Create User ID and Password | 3 General Information | 4 User Agreement | 5 Confirmation

\* User ID  Must contain 8 - 16 letters and numbers.

\* Password  Passwords must be 8 - 16 characters long and contain at least one letter, one number and one of these special characters ! @ # \$ - \_ = +

\* Confirm Password

\* Password Question 1  It is recommended that you use all lower case and avoid special characters in your response because during a password reset, you must match your answer exactly.

\* Password Answer 1

\* Password Question 2  It is recommended that you use all lower case and avoid special characters in your response because during a password reset, you must match your answer exactly.

\* Password Answer 2

\* Indicates a required field.

→ Submit

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# Create account

## Step 3: General information

- From the “Create Account” page, provide:
  - Name
  - Job Title
  - Email address
  - Work Phone
  - Street Address
  - Zip Code
  - Supervisor Name
- Click the “Continue” button

The screenshot shows the 'Create Account' page for Humana Military TRICARE. At the top right is a 'Log in' link. The header features the Humana Military and TRICARE logos. A teal banner with a warning icon and text states: 'WARNING! This site is for the exclusive use of Humana Military Providers, their employees or those rendering services for those providers. Unauthorized access to this site may result in criminal or civil prosecution.' Below the banner is a progress indicator with five steps: 1. Getting Started, 2. Create User ID and Password, 3. General Information (highlighted), 4. User Agreement, and 5. Confirmation. The main form area contains the following fields: \*Full Name (First Name and Last Name), \*Job Title, \*Email, \*Confirm Email, \*Work Phone (with an Extension field), \*Street Address, \*Zip Code, and \*Supervisor Name. A note at the bottom left of the form states '\*Indicates a required field.' A green 'Continue' button is located at the bottom right of the form.

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# Create account

## Step 4: User agreement

- From the “Create Account” page, read the Humana Military Security and Information Protection Agreement, and if you accept it, click the button next to “I accept this agreement”
- Click the “Continue” button

The screenshot shows the 'Create Account' page for Humana Military TRICARE. At the top right is a 'Log in' link. The header features the Humana Military and TRICARE logos. A teal banner with a white exclamation mark icon contains a 'WARNING!' message: 'This site is for the exclusive use of Humana Military Providers, their employees or those rendering services for those providers. Unauthorized access to this site may result in criminal or civil prosecution.' Below the banner is a 'Home' icon. The main heading is 'Create Account'. A progress indicator shows five steps: 1. Getting Started, 2. Create User ID and Password, 3. General Information, 4. User Agreement (highlighted in green), and 5. Confirmation. The main content area is titled 'Humana Military Security and Information Protection Agreement' and contains the following text: 'I hereby acknowledge that the information I will access through the MyHMHS for Providers Internet applications is confidential patient and physician data, the unauthorized disclosure of which is prohibited by state and federal law. I agree not to make any unauthorized disclosure and will treat as confidential all such information. I further agree that all passwords I select or that are assigned to me by Humana Military for access to this information shall be held by me in strict confidence and shall not be disclosed to any third parties. Do you accept this Humana Military Security and Information Protection Agreement?' Below the text are two radio button options: 'I accept this agreement.' and 'I do not accept this agreement.'. At the bottom center is a green 'Continue' button with a right-pointing arrow.

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# Create account

## Step 5: Confirmation

- From the “Create Account” page, note that you have successfully completed the account creation process
- If you want to proceed without adding any providers to your account, click the “Continue to Provider Self-Service” button
- If you want to add providers to your account, click the “Add a Provider to Account” button
- **NOTE:** It is strongly recommended to add providers to the account at this time. Most self-service functions are not available without adding a provider to the account

The screenshot shows the 'Create Account' confirmation page on the Humana Military TRICARE website. At the top right, there is a 'Log in' link. The page features the Humana Military and TRICARE logos. A green navigation bar contains a home icon. A prominent blue warning banner with a white exclamation mark icon reads: 'WARNING! This site is for the exclusive use of Humana Military Providers, their employees or those rendering services for those providers. Unauthorized access to this site may result in criminal or civil prosecution.' Below the warning, the heading 'Create Account' is displayed. A progress indicator shows five steps: 1. Getting Started, 2. Create User ID and Password, 3. General Information, 4. User Agreement, and 5. Confirmation (the current step, highlighted in green). A white box with a green border contains the text: 'Congratulations! You have successfully completed the account creation process. You have been signed into the site with your new User ID and Password. You will also receive an email confirmation of your access to the site. Next you will want to request access to TIN/EIN information. The Add a TIN/EIN page will guide you through this process.' At the bottom, two green buttons are visible: '→ Add a TIN/EIN to Account' and '→ Continue to Provider Self-Service'.

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# Log in to Provider self-service on HumanaMilitary.com

- Once you have registered, your account has been activated by Humana Military and have added providers to your account, you may access the Provider self-service log in page by entering your User ID and Password
- Click the “Log in” button

The screenshot shows the Humana Military website's provider self-service log in page. At the top right, there is a "Log in" link. The main header features the Humana Military logo and the TRICARE logo. Below the header is a green navigation bar with a home icon. The main content area is titled "Provider self-service log in" and contains a login form with two input fields: "User ID\*" and "Password\*", each with a "Forgot" link. A purple "Log in" button is positioned below the fields, along with a "Register for an account" link and a "Provider Self Service Tutorial" link. Below the login form is a "Consent Notification" section with a link to the "Privacy Act Statement". The Privacy Act Statement section includes a "PURPOSE" paragraph, a "ROUTINE USES" paragraph, and a "DISCLOSURE" paragraph.

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PROPRIETARY TO HUMANA MILITARY – NOT TO BE DISCLOSED





# Resetting your password

- If you enter an incorrect password 3 times, you will be locked out of the system and presented with the screen to the right
- Click on “How do I get my password restored” link

The screenshot shows the Humana Military TRICARE self-service log in page. At the top, the Humana Military and TRICARE logos are displayed. Below the logos is a green navigation bar with a home icon. A message states: "You have exceeded the maximum number of attempts to log in. Your account has been locked for security reasons. [How do I get my password restored?](#)". The main heading is "Provider self-service log in". There are two input fields: "User ID\*" with a "Forgot User ID →" link and "Password\*" with a "Forgot Password →" link. Below the fields is a "Log in" button and a "Register for an account →" link.

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# Resetting your password

- Enter your user ID
- Click “Submit”

**Humana** Military | **TRICARE**

Home

## Reset Password

Step 1 - Enter your User ID.

\* User ID

\* Indicates required field.

→ Submit




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PROPRIETARY TO HUMANA MILITARY – NOT TO BE DISCLOSED



# Resetting your password

- Enter the responses to the password reset questions that you provided when you established your account
- If you are unable to answer your security questions and are locked out of your account, you will need to complete a new registration on provider self-service



## Reset Password

Step 2 - Answer your password questions below.

To verify your identity you will need to correctly match the answer to both password questions you previously established.  
**Note: Your answers must match exactly.**

* Password Question 1	"Last name of your childhood friend"
* Answer	<input type="text"/>
* Password Question 2	"Childhood nickname"
* Answer	<input type="text"/>

\* Indicates required field.




[→ Continue](#)

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# Resetting your password

- Enter a new password and confirm it
- Choose password reset questions and provide their responses



## Reset Password

Step 3 - Create a new password and password reminder questions.

* New Password	<input type="text"/>	Passwords must be 8 - 16 characters long and contain at least one letter, one number and one of these special characters ! @ # \$ - _ = +
* Confirm Password	<input type="text"/>	
* Password Question 1	Select Password Question 	It is recommended that you use all lower case and avoid special characters in your response because during a password reset, you must match your answer exactly.
* Password Answer 1	<input type="text"/>	
* Password Question 2	Select Password Question 	It is recommended that you use all lower case and avoid special characters in your response because during a password reset, you must match your answer exactly.
* Password Answer 2	<input type="text"/>	

\* Indicates a required field.

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# Resetting your password

- Click on the “Provider Self-Service Log In” button

**Humana**  
Military

**TRICARE**

Home icon

## Reset Password

You may now log in using your new password.

[→ Provider Self-Service Log In](#)

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# Resetting your password

- Log into the site with your new password

The screenshot shows the Humana Military TRICARE provider self-service log in page. At the top left, there are the Humana Military and TRICARE logos. Below the logos is a green navigation bar with a home icon. The main heading is "Provider self-service log in". There are two input fields: "User ID\*" and "Password\*", each with a "Forgot" link to its right. Below the input fields is a purple "Log in" button and a "Register for an account" link. At the bottom, there is a "Provider Self Service Tutorial" link.

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Provider self-service tutorial | Updated November 2021