Provider self-service

Via HumanaMilitary.com

2021

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Access the Humana Military provider site

- Go to HumanaMilitary.com/log-in and click on "Log in" under the "Providers" section in the middle of the page

Register for an account

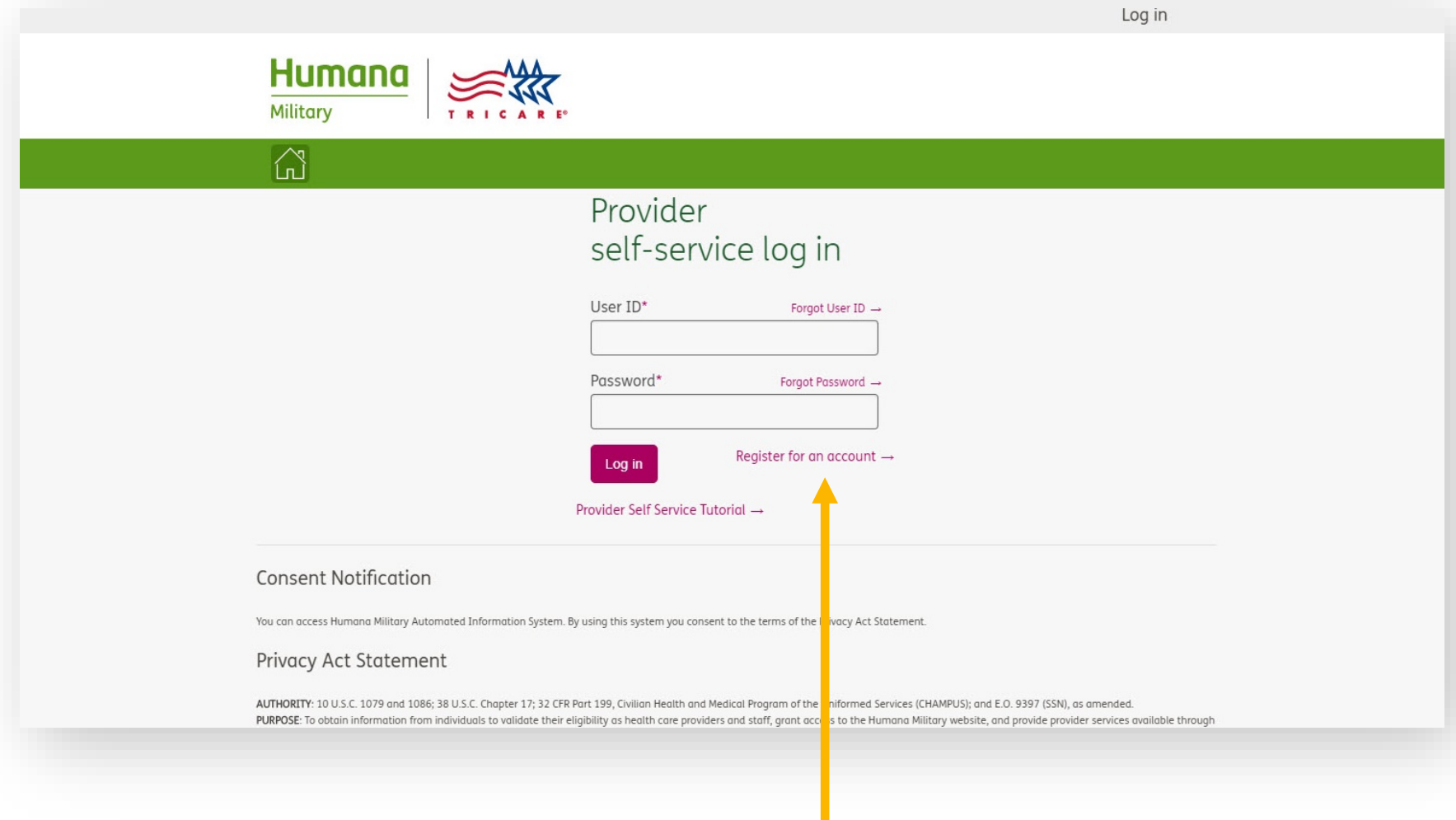- From the self-service log in page, click on the "Register for an account" link

- **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)

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

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

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

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

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

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

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

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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?

Provider self-service log in

User ID*   Forgot User ID →

Password*   Forgot Password →

Log in   Register for an account →

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Resetting your password

- Enter your user ID

- Click "Submit"

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Reset Password

Step 1 - Enter your User ID.

* User ID

* Indicates required field.

→ Submit

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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

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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

* Password Question 2   "Childhood nickname"

* Answer

* 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

* Confirm Password

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

* Password Question 1 Select Password Question

* Password Answer 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 Question 2 Select Password Question

* Password Answer 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.

* Indicates a required field.

Resetting your password

- Click on the "Provider Self-Service Log In" button

Resetting your password

- Log into the site with your new password

Provider self-service tutorial | Updated November 2021