

# Manage Humana overpayments online

## Save time with the overpayments application on Availity Portal

### Availity Portal makes resolving your overpayments easier than ever

You can reduce overpayment resolution time by managing, researching, disputing and resolving overpayment requests online with this user-friendly application. It can help you:

- Reduce the need for calls and faxes by working online.
- View overpayment inventory in real time and assign related tasks to a specific user.
- Manage overpayment documentation and maintain case history electronically.
- Communicate with Humana if you need to request more information or dispute a specific overpayment.
- Agree to resolve an overpayment via offset payment or check.
- Download overpayment letters.

### Important things to know

- The overpayments application is available to all Availity users who have the “Claim Status” role.
- You may see overpayments from other payers. However, you’ll be notified before a payer begins sending overpayments through the application.

### FAQs answered

**Will I still receive notification letters?** Yes. You will continue to receive notification letters in the mail unless you request otherwise. Some letters will be available for download in the application.

**Can disputes be filed through the application?** Yes. A dispute request form and an official letter of dispute with signature can be uploaded with supporting documentation.

**Can we work underpaid accounts?** Not at this time. Please continue your usual underpay process.

**Can we upload self-identified overpayments?** Not yet, but we are working on this enhancement.

## Where to find the overpayments application

You can find the overpayments application on Availity Portal under “Claims & Payments.” If you do not see the application on the “Claims & Payments” menu, ask your organization’s Availity administrator for “Claim Status” access.

## Need help?

Click “**Help & Training**” on the Availity Portal main navigation bar and select “Find Help.” Choose the “Overpayments” topic on the left.

View a **demo** within the overpayments application by clicking “Watch a demo” in the upper-right portion of your screen.

For **technical help**, call Availity Customer Service at 800-282-4548.

For assistance with **an issue related to a Humana overpayment**, send an inquiry or message via the overpayments application. Here’s how:

1. Locate the overpayment for which you need assistance.
2. Click the action menu on the overpayment card.
  - For overpayments with a status of “Action Required,” select “Request more information.”
  - For all other statuses, click “View Conversation and Details.”
3. Type your message in the box and click “Submit” or “Send Message.”
4. Look for a response in the “Conversation” tab.

