



## Tools and Resources

for Physicians and Other Healthcare Providers

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### Making It Easier

for Physicians and Other Healthcare Providers

[Humana.com/MakingItEasier](https://www.humana.com/MakingItEasier)

This document provides an inventory of commonly used self-service tools and resources Humana created to make it easier for you to find the information you need. The information is categorized by function, to guide you more directly to what you need. When downloaded, this document becomes uncontrolled. Do not rely on printed copies for the most up-to-date version; instead, please use the links below.

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## Eligibility and Benefits

<b>Overview</b>	<ul style="list-style-type: none"> <li>• Check the patient's benefits</li> <li>• Identify an HMO patient's primary care provider</li> <li>• Obtain your patient's ID number by searching by Medicare Beneficiary Identifier</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>
<b>Humana ID card</b>	<ul style="list-style-type: none"> <li>• View and/or print a patient's ID card</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Avality.com</a> → Payer Spaces → Humana → Applications → View ID Card</li> </ul>
<b>Member summary</b>	<ul style="list-style-type: none"> <li>• Access a 365-day summary of a patient's medical history for specific, clinically relevant information, including quality data for HEDIS® and Star measures</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>
<b>Patient care summary</b>	<ul style="list-style-type: none"> <li>• Download medical history by entering a date range. (Summary includes a history of radiology and immunization.)</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>
<b>Care reminders</b>	<ul style="list-style-type: none"> <li>• Obtain clinically relevant information specific to the patient</li> <li>• Identify opportunities for screenings, lab tests or other treatments</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>
<b>Accumulated benefits and deductibles</b>	<ul style="list-style-type: none"> <li>• Access patient coverage and benefit information, including copayment, coinsurance and deductible details</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>
<b>Certificate of coverage</b>	<ul style="list-style-type: none"> <li>• Access a document with detailed benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>
<b>Patient cost estimator (for professional claims only)</b>	<ul style="list-style-type: none"> <li>• Submit service, diagnosis and procedure information to calculate a patient's estimated financial responsibility. Includes: <ul style="list-style-type: none"> <li>– Deductibles</li> <li>– Copayments</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>

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## Authorizations and Referrals

<b>Authorizations and referrals</b>	<ul style="list-style-type: none"> <li>• Check to see if an authorization is required</li> <li>• Submit new referral and authorization requests</li> <li>• Use the "add clinical documents" feature to seamlessly share medical record information with requesting Humana departments</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Avality.com</a> → Patient Registration → Authorizations and Referrals</li> </ul>
<b>Authorization management</b>	<ul style="list-style-type: none"> <li>• Inquire about existing inpatient and outpatient authorizations and referrals</li> <li>• Use the "add clinical documents" feature to seamlessly share medical record information with requesting Humana departments</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Avality.com</a> → Payer Spaces → Humana → Applications → Authorization Management</li> </ul>
<b>Medical and pharmacy coverage policies</b>	<ul style="list-style-type: none"> <li>• Obtain information on evaluation and coverage of medical procedures, devices and medications being investigated or recently introduced for the treatment of various conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Humana.com/CoveragePolicies</a></li> </ul>
<b>Preauthorization and notification lists</b>	<ul style="list-style-type: none"> <li>• Find lists of medical procedures, devices and medications for which preauthorization may be required</li> <li>• Includes procedure codes</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Humana.com/PAL</a></li> </ul>

<p>Behavioral health, authorizations, referrals and guidelines</p>	<ul style="list-style-type: none"> <li>Consult clinical practice guidelines for behavioral health conditions</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/provider/medical-resources/authorizations-referrals">Humana.com/Provider/Medical-Resources/Authorizations-Referrals</a></li> <li>More information found at <a href="https://www.humana.com/provider/support/clinical/behavioral-health-guidelines">Humana.com/Provider/Support/Clinical/Behavioral-Health-Guidelines</a></li> </ul>
<p>Utilization Management partners</p>	<ul style="list-style-type: none"> <li><b>Cohere Health</b> <ul style="list-style-type: none"> <li>Request preauthorization for pain management, musculoskeletal procedures, therapy, cardiac imaging, devices and interventions, select surgical procedures and endoscopies (starting July 1, 2024, diagnostic imaging and facility-based sleep studies)</li> </ul> </li> <li><b>Chemotherapy services (Group Medicare and Medicare Advantage – HMO and PPO Only and KY Medicaid)</b> <ul style="list-style-type: none"> <li><b>OncoHealth*</b> reviews preauthorization requests [for practices in CT, DE, GA, MA, MD, ME, NH, NJ, NY, PA, RI, TX, VT and PR]. <i>*Formerly known as Oncology Analytics</i></li> <li><b>Evolent*</b> reviews preauthorization requests for all other states except HI. <i>*Formerly known as New Century Health</i></li> <li><b>Humana’s medical intake team (MIT) also known as Humana’s Clinical Pharmacy Review (HCPR)</b> reviews preauthorization requests for commercial, private fee-for-service (PFFS) and Humana-covered patients in Hawaii. <ul style="list-style-type: none"> <li>Fax: <b>888-447-3430</b>. Request forms are available.</li> <li>Phone: <b>866-461-7273</b> Monday – Friday, 8 a.m. – 11 p.m., Eastern time</li> <li>PR phone: <b>866-488-5995</b> Monday – Friday, 8:30 a.m. – 5:30 p.m., local time</li> </ul> </li> </ul> </li> <li><b>Oncology therapy services (radiation and surgical services for Group Medicare and Medicare Advantage – HMO and PPO Only)</b> <ul style="list-style-type: none"> <li><b>Evolent*</b> reviews preauthorization requests for all states except Puerto Rico. <i>*Formerly known as New Century Health</i></li> <li><b>Humana’s clinical intake team (CIT)</b> reviews preauthorization requests for commercial and private fee-for-service (PFFS). <ul style="list-style-type: none"> <li>Fax: <b>800-266-3022</b></li> <li>Phone: <b>800-523-0023</b> Monday – Friday, 7 a.m. – 7 p.m., Eastern time</li> <li>PR phone: <b>866-488-5995</b> Monday – Friday, 8:30 a.m. – 5:30 p.m., local time</li> </ul> </li> </ul> </li> <li><b>Tivity Health, Inc.:</b> Obtain information about fitness and health products primarily for seniors and older adults</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.availity.com">Availity.com</a> → Patient Registration → Authorizations &amp; Referrals → Cohere Health</li> <li>Also found at <a href="https://www.nextcoherehealth.com">Next.CohereHealth.com</a></li> <li>Found at <a href="https://www.humana.com/provider/medical-resources/authorizations-referrals">Humana.com/Provider/Medical-Resources/Authorizations-Referrals</a> → Chemotherapy agents, supportive drugs and symptom</li> <li>Found at <a href="https://www.priorauthorizationforprofessionallyadministereddrugs.com">Prior Authorization for Professionally Administered Drugs - Humana</a></li> <li>Found at <a href="https://www.humana.com/provider/medical-resources/authorizations-referrals">Humana.com/Provider/Medical-Resources/Authorizations-Referrals</a> → Oncology therapy services</li> <li>Found at <a href="https://www.humana.com/provider/medical-resources/authorizations-referrals">Humana.com/Provider/Medical-Resources/Authorizations-Referrals</a> → Surgical services</li> <li>Found at <a href="https://www.tivityhealth.com/products/silver-sneakers">TivityHealth.com/Products/SilverSneakers</a></li> </ul>

	<ul style="list-style-type: none"> <li>• <b>WholeHealth Living, Inc.:</b> Administers leased network management, utilization management (UM) and claim payments for chiropractic, acupuncture, naturopathy and therapeutic massage services. Services vary by line of business and state. <ul style="list-style-type: none"> <li>– Chiropractic network and UM services: Available in AZ, GA and South FL, IL, KY, OH and IN counties bordering IL, KY and OH. Preauthorization required beginning with the initial visit (commercial and Southern FL only).</li> <li>– Acupuncture: Available in AZ, CO, CT, DE, FL, HI, ID, KY, ME, MD, MA, MO, NH, NC, NJ NM, NY, OH, OR, PA, RI, TX, UT, VT, VA, WA and WY. Preauthorization required beginning with the initial visit (Medicare Advantage only).</li> <li>– Naturopathy: Available in OR and WA</li> <li>– Therapeutic massage: Available in FL</li> </ul> </li> <li>• <b>WholeHealth Living Choices</b> <ul style="list-style-type: none"> <li>– Physical medicine and integrative health solutions discount network</li> <li>– Members can access more than 18,000 provider and vendor discounts.</li> <li>– Services members receive are not part of their health benefits plan; therefore, no referrals or precertifications are required.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.wholehealthpro.com">WholeHealthPro.com</a></li> <li>• Found at <a href="https://www.humana.com/wholehealthmd">Humana.WholeHealthMD.com</a></li> </ul>
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## Clinical Policies and Documentation

<b>Medical and pharmacy coverage policies</b>	<ul style="list-style-type: none"> <li>• Obtain information on evaluation and coverage of medical procedures, devices and medications being investigated or recently introduced for the treatment of various conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/CoveragePolicies">Humana.com/CoveragePolicies</a></li> </ul>
<b>Preauthorization and notification lists</b>	<ul style="list-style-type: none"> <li>• Find a list of services and medications for which preauthorization may be required</li> <li>• View procedure codes</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/PAL">Humana.com/PAL</a></li> </ul>
<b>Clinical support</b>	<ul style="list-style-type: none"> <li>• Review clinical and behavioral health guidelines, Medicaid materials, medical services and procedures that may require medical records review and many other resources</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/Clinical">Humana.com/Clinical</a></li> </ul>
<b>Social determinants of health (SDOH) coding resources</b>	<ul style="list-style-type: none"> <li>• Obtain a best practices document about addressing a patient’s social health needs.</li> <li>• Social Determinants of Health Data Issue Brief: provides opportunities to address SDOH.</li> <li>• Health Equity Issue Brief: Identifies and addresses racial and ethnical health disparities experienced by Humana’s members</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.healthequity.humana.com/resources/physician-guide-to-address-sdoh-in-patients.html">healthequity.humana.com/resources/physician-guide-to-address-sdoh-in-patients.html</a></li> <li>• Found at <a href="https://www.healthequity.humana.com/humana-issue-briefs/social-determinants-of-health-data-issue-brief.html">healthequity.humana.com/humana-issue-briefs/social-determinants-of-health-data-issue-brief.html</a></li> <li>• Found at <a href="https://www.healthequity.humana.com/humana-issue-briefs/health-equity-2023-issue-brief.html">healthequity.humana.com/humana-issue-briefs/health-equity-2023-issue-brief.html</a></li> </ul>
<b>Claim coding and inquiry process guidelines</b>	<ul style="list-style-type: none"> <li>• Find detailed information about Humana’s claim coding guidelines to assist you in accurately documenting and coding diagnoses and services provided to your Humana-insured patients</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/ClaimsCoding">Humana.com/ClaimsCoding</a></li> </ul>

## Medical Claim Policies and Code Editing

Humana's claims payment policies	<ul style="list-style-type: none"> <li>• Access information about reimbursement methodologies and acceptable billing</li> <li>• Reduce delays in processing claims and avoid rebilling and additional requests for information</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/ClaimsPaymentPolicies">Humana.com/ClaimsPaymentPolicies</a></li> </ul>
Claim processing edits	<ul style="list-style-type: none"> <li>• Access policies and claims payment systems aligned with correct-coding initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/Edits">Humana.com/Edits</a></li> </ul>
Code edit simulator	<ul style="list-style-type: none"> <li>• Submit billing scenarios to receive instant responses about code edits</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Payer Spaces → Humana → Applications → Code Edit Simulator</li> </ul>
Research procedure code edits	<ul style="list-style-type: none"> <li>• Submit specific questions about code editing</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Payer Spaces → Humana → Applications → Research Procedure Code Edits</li> </ul>
Making It Easier for Physicians and Other Healthcare Providers	<ul style="list-style-type: none"> <li>• Access a library of brief videos designed to make it easier for you to do business with Humana</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/MakingItEasier">Humana.com/MakingItEasier</a></li> <li>• Also found at <a href="https://www.availity.com">Availity.com</a> → Payer Spaces → Humana → Resources → Making It Easier</li> </ul>

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## Medical Claim Submission

Electronic claims	<ul style="list-style-type: none"> <li>• Submit electronic claims through Availity Essentials™</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Claims and Payments → Professional Claim or Facility Claim</li> </ul>
Claim submissions	<ul style="list-style-type: none"> <li>• Find information about submitting electronic and paper claims.</li> </ul> <p>Note: The claim or encounter mailing address on patient identification cards is always the most appropriate to use.</p>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/ClaimsSubmissions">Humana.com/ClaimsSubmissions</a></li> </ul>
Electronic claim payment	<ul style="list-style-type: none"> <li>• Initiate direct deposit of your Humana claims payments into the bank accounts of your choice when you sign up for electronic funds transfer (EFT)</li> <li>• Receive electronic versions of your explanations of remittance automatically when you enroll for electronic remittance advice (ERA)</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/ePaymentInfo">Humana.com/ePaymentInfo</a> or</li> <li>• Also Found at <a href="https://www.availity.com">Availity.com</a> → Payer Spaces → Humana → Applications → ERA/EFT Enrollment</li> </ul>

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## Medical Claim Management

Claim status	<ul style="list-style-type: none"> <li>• Search by claim number, member name or date of service</li> <li>• Check claim status and view details</li> <li>• Manage accounts receivable</li> <li>• Submit an unsolicited overpayment</li> <li>• Correct a claim (see entry below)</li> <li>• Initiate an appeal or dispute a claim</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Claims &amp; Payments → Claim Status</li> <li>• Initiate an appeal or dispute: Found at <a href="https://www.availity.com">Availity.com</a> → Claims &amp; Payments → Claim Status → Enter search criteria → Select claim → "Dispute Claim" button*</li> </ul> <p>*Button displays only for eligible claims.</p>
Claim correction	<ul style="list-style-type: none"> <li>• Submit a claim correction via Availity Essentials</li> <li>• Update material information on a previously submitted incorrect or incomplete claim</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Claims &amp; Payments → Claim Status → Enter search criteria → Select claim → "Correct this claim" button*</li> </ul> <p>*Button displays only for eligible claims.</p>

<b>Claim appeals and disputes</b>	<ul style="list-style-type: none"> <li>• Manage a worklist for claim appeals and disputes <ul style="list-style-type: none"> <li>- Attach documentation</li> <li>- Finalize and submit requests to Humana</li> <li>- Check status</li> <li>- View high-level determinations and determination letters</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Availity.com</a> → Claims &amp; Payments → Appeals</li> </ul>
<b>Remittance review</b>	<ul style="list-style-type: none"> <li>• Search the past 18 months of remittance history using: <ul style="list-style-type: none"> <li>- Automated clearing house (ACH), check, claim or remit numbers</li> <li>- Service dates, voucher or EFT deposit dates</li> </ul> </li> <li>• Download the 835 file in PDF, X12 or CSV format</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Availity.com</a> → Claims &amp; Payments → Remittance Viewer → Remittance Inquiry (Humana)</li> </ul>
<b>Fee schedule inquiry</b>	<ul style="list-style-type: none"> <li>• Obtain contracted reimbursement information for patient services</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Availity.com</a> → Claims &amp; Payments → Fee Schedule Listing → Fee Schedules</li> </ul>
<b>Claim payment inquiries</b>	<ul style="list-style-type: none"> <li>• Find the process for claim-payment inquiries and disputing determinations</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Humana.com/Provider/Medical-Resources/Claims-Payments/Claims-Payment/Payment-Inquiries</a></li> </ul>
<b>Overpayments tool</b>	<ul style="list-style-type: none"> <li>• View overpayments in real time and assign related tasks to a specific user</li> <li>• Manage overpayment documentation and maintain case history electronically</li> <li>• Request more information about or dispute a specific overpayment</li> <li>• Resolve overpayments</li> </ul>	<ul style="list-style-type: none"> <li>• Go to <a href="#">Availity.com</a> → Claims &amp; Payments → Overpayments</li> </ul>

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## Pharmacy

<b>Prior authorization for pharmacy drugs</b>	<ul style="list-style-type: none"> <li>• Request prior authorizations for medications <ul style="list-style-type: none"> <li>- Includes Puerto Rico customized process</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Humana.com/PA</a></li> <li>• Also found at <a href="#">Availity.com</a> → Payer Spaces → Humana → Applications → Pharmacy Prior Authorization</li> </ul>
<b>Prior authorization for professionally administered drugs</b>	<ul style="list-style-type: none"> <li>• See the “Customized fax forms” section for drugs that require prior authorization before they can be administered in a physician’s office, clinic, outpatient or home setting</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Humana.com/MedPA</a></li> </ul>
<b>CoverMyMeds</b>	<ul style="list-style-type: none"> <li>• Request preauthorizations (Humana's preferred method)</li> <li>• Review, complete and track preauthorization requests</li> <li>• Receive electronic determinations and create renewals from previously submitted requests</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Availity.com</a> → Patient Registration → Authorizations &amp; Referrals → Drug Prior Authorization (CoverMyMeds)</li> <li>• Found at <a href="#">CoverMyMeds.com/Main/Prior-Authorization-Forms/Humana</a></li> </ul>
<b>Prescription drug exceptions and appeals</b>	<ul style="list-style-type: none"> <li>• Obtain information about coverage determinations, such as: <ul style="list-style-type: none"> <li>- The portion of a drug’s cost for which the patient will be responsible</li> <li>- Quantity limits</li> <li>- Step therapy requirements</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="#">Humana.com/Provider/Pharmacy-Resources/Exceptions-Appeals</a></li> </ul>

<b>Medical and pharmacy coverage policies</b>	<ul style="list-style-type: none"> <li>• Obtain information on evaluation and coverage of medical procedures, devices and medications being investigated or recently introduced for the treatment of various conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/CoveragePolicies">Humana.com/CoveragePolicies</a></li> </ul>
<b>Humana drug lists</b>	<ul style="list-style-type: none"> <li>• <b>Overview</b> <ul style="list-style-type: none"> <li>- Access formulary information and other resources</li> </ul> </li> <li>• <b>Humana drug-list search</b> <ul style="list-style-type: none"> <li>- Search for a medication on Humana's drug list and obtain information about specific drugs</li> </ul> </li> <li>• <b>Generic drug guide</b> <ul style="list-style-type: none"> <li>- View a chart that shows generic alternatives or generic equivalents for brand-name drugs</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/RxTools">Humana.com/RxTools</a></li> <li>• Found at <a href="https://www.humana.com/DrugLists">Humana.com/DrugLists</a></li> <li>• Found at <a href="https://www.humana.com/Provider/Medical-Providers/Pharmacy/Tools/Generics">Humana.com/Provider/Medical-Providers/Pharmacy/Tools/Generics</a></li> </ul>
<b>CenterWell Pharmacy®</b> (Formerly known as Humana Pharmacy)	<ul style="list-style-type: none"> <li>• <b>Benefits:</b> <ul style="list-style-type: none"> <li>- Accuracy and safety</li> <li>- Potential cost savings</li> <li>- Integrated services</li> </ul> </li> <li>• <b>Obtain information about:</b> <ul style="list-style-type: none"> <li>- Drug lists</li> <li>- Medication Therapy Management (MTM)</li> <li>- Ways to prescribe</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.CenterWellPharmacy.com">CenterWellPharmacy.com</a></li> <li>• Found at <a href="https://www.humana.com/Provider/Pharmacy-Resources/Tools/CenterWell-Pharmacy">Humana.com/Provider/Pharmacy-Resources/Tools/CenterWell-Pharmacy</a></li> </ul>
<b>CenterWell Specialty Pharmacy®</b> (Formerly known as Humana Specialty Pharmacy)	<ul style="list-style-type: none"> <li>• <b>Benefits:</b> <ul style="list-style-type: none"> <li>- Convenience</li> <li>- Support for many complex therapies</li> <li>- Prescription accuracy and safety protocols that include a Utilization Management (UM) program</li> <li>- Billing assistance to help you with coverage questions</li> </ul> </li> <li>• <b>Obtain information about:</b> <ul style="list-style-type: none"> <li>- Drug lists</li> <li>- Ways to prescribe</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.CenterWellSpecialtyPharmacy.com">CenterWellSpecialtyPharmacy.com</a></li> </ul>
<b>Pharmacy manuals and forms</b>	<ul style="list-style-type: none"> <li>• View payer sheets</li> <li>• Obtain information about compliance training requirements</li> <li>• Obtain manuals and forms <ul style="list-style-type: none"> <li>- Provider manuals</li> <li>- Controlled substances</li> <li>- Medicaid</li> <li>- Audit guide</li> <li>- Network request forms</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/Provider/Pharmacy-Resources/Manuals-Forms">Humana.com/Provider/Pharmacy-Resources/Manuals-Forms</a></li> </ul>

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## Medical Record Submission

<b>Medical records management (MRM)</b>	<ul style="list-style-type: none"> <li>Share medical record information seamlessly with requesting Humana departments</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Availity.com</a> → Payer Spaces → Humana → Applications → Medical Records Management</li> </ul>
<b>Authorization management</b>	<ul style="list-style-type: none"> <li>Use the “add clinical documents” feature to seamlessly share medical record information requested by Humana for authorization submissions</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Availity.com</a> → Payer Spaces → Humana → Applications → Authorization Management</li> </ul>
<b>Claim status – send medical record information</b>	<ul style="list-style-type: none"> <li>Use the “send claim attachment” feature to seamlessly share medical record information requested by Humana for claims.</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Availity.com</a> → Claims &amp; Payments → Claim Status Enter search criteria → Select claim → “Send claim attachment” button*</li> <li><b>*Button displays only for eligible claims.</b></li> </ul>

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## Provider Payment Integrity (PPI) Policies

<b>Humana PPI policies and processes</b>	<ul style="list-style-type: none"> <li>View PPI policies and processes</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/PPI</a></li> </ul>
<b>Humana PPI dispute resolution process</b>	<ul style="list-style-type: none"> <li>Learn about the dispute resolution process for physicians and other healthcare providers who disagree with Humana’s findings</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/provider/medical-resources/payment-integrity-and-disputes</a></li> </ul>
<b>Overpayments tool</b>	<ul style="list-style-type: none"> <li>View overpayments in real time and assign related tasks to a specific user</li> <li>Manage overpayment documentation and maintain case history electronically</li> <li>Request more information about or dispute a specific overpayment</li> </ul>	<ul style="list-style-type: none"> <li>Go to <a href="#">Availity.com</a> → Claims &amp; Payments → Overpayments</li> </ul>
<b>Humana PPI policy for medical records management</b>	<ul style="list-style-type: none"> <li>Obtain details on submitting medical records to Humana’s PPI department</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/Provider/Support/Claims/Financial-Recovery/Medical-Records</a></li> </ul>
<b>Humana PPI medical record review resources</b>	<ul style="list-style-type: none"> <li>Find information about medical record reviews conducted during prepayment and post-payment review</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/Provider/Medical-Resources/Payment-Integrity-and-Disputes/Medical-Record-Review-Resources</a></li> </ul>
<b>Humana PPI review policy</b>	<ul style="list-style-type: none"> <li>Prepayment site: <ul style="list-style-type: none"> <li>Obtain an explanation of the prepayment review process</li> </ul> </li> <li>Post-payment site: <ul style="list-style-type: none"> <li>Find information about PPI’s post-payment review process</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Prepayment found at <a href="#">Humana.com/Provider/Support/Claims/Financial-Recovery/Prepayment</a></li> <li>Post-payment found at <a href="#">Humana.com/Provider/Support/Claims/Financial-Recovery/Post-Payment-Review-Policy</a></li> </ul>
<b>Humana PPI medical record review dispute policy</b>	<ul style="list-style-type: none"> <li>Learn about the dispute resolution process for physicians and other healthcare professionals who disagree with Humana’s findings</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/Provider/Medical-Resources/Payment-Integrity-and-Disputes/Medical-Record-Dispute-Policy</a></li> </ul>

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## Education

<b>Business resources</b>	<ul style="list-style-type: none"> <li>Access links to publications, informational presentations, compliance training and other resources to help you do business with Humana</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/Provider/News">Humana.com/Provider/News</a></li> </ul>
<b>Making It Easier for Physicians and Other Healthcare Providers</b>	<ul style="list-style-type: none"> <li>Access a library of brief videos designed to make it easier for you to do business with Humana</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/MakingItEasier">Humana.com/MakingItEasier</a></li> <li>Also found at <a href="https://www.availity.com">Availity.com</a> → Payer Spaces → Humana → Resources → Making It Easier</li> </ul>
<b>Humana interactive webinars</b>	<ul style="list-style-type: none"> <li>Sign up for education about online tools</li> <li>View instructor-led webinars and receive answers to questions</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/ProviderWebinars">Humana.com/ProviderWebinars</a></li> </ul>
<b>Humana Physician News</b>	<ul style="list-style-type: none"> <li>Find quarterly email newsletters featuring the latest news, resources and administrative information to support you in the care of your Humana-covered patients</li> <li>Read Humana Physician News (formerly Humana’s YourPractice)</li> </ul>	<ul style="list-style-type: none"> <li>Go to <a href="https://www.humana.com/PhysicianNews">Humana.com/PhysicianNews</a></li> </ul>
<b>Humana news</b>	<ul style="list-style-type: none"> <li>Read key updates for healthcare providers and their staff members</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/News">Humana.com/News</a></li> </ul>
<b>Publications</b>	<ul style="list-style-type: none"> <li>Review provider manuals and other publications</li> <li>Find important information concerning policies and procedures, claim submission and adjudication requirements and guidelines used to administer Humana health plans</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/Publications">Humana.com/Publications</a></li> </ul>
<b>Social determinants of health (SDOH) resources</b>	<ul style="list-style-type: none"> <li>Find information about               <ul style="list-style-type: none"> <li>SDOH provider coding guide</li> <li>Various SDOH screening guides</li> <li>Humana Community Navigator</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://healthequity.humana.com/resources/physician-guide-to-address-sdoh-in-patients.html">healthequity.humana.com/resources/physician-guide-to-address-sdoh-in-patients.html</a></li> </ul>
<b>Value-based care</b>	<ul style="list-style-type: none"> <li>Learn about value-based care and Humana’s efforts to support your commitment to your patients’ health. Includes access to sophisticated tools, capabilities and services designed to make population health management easier.</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://ValueBasedCare.Humana.com">ValueBasedCare.Humana.com</a></li> </ul>

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## Key Contacts

<b>Clinical intake team</b>	<ul style="list-style-type: none"> <li>For medical service preauthorization requests and notifications</li> </ul>	<ul style="list-style-type: none"> <li>Call 800-523-0023</li> </ul>
<b>Commercial customer service</b>	<ul style="list-style-type: none"> <li>For eligibility/benefits and claims inquiries</li> </ul>	<ul style="list-style-type: none"> <li>Call 800-4-HUMANA (448-6262)</li> </ul>
<b>Humana clinical pharmacy review</b>	<ul style="list-style-type: none"> <li>For medication prior authorization, step therapy, quantity limits and medication exceptions</li> </ul>	<ul style="list-style-type: none"> <li>Call 800-555-CLIN (2546)</li> </ul>
<b>Medicare customer service</b>	<ul style="list-style-type: none"> <li>For eligibility/benefits and claims inquiries</li> </ul>	<ul style="list-style-type: none"> <li>Call 800-457-4708</li> </ul>
<b>Medication intake team</b>	<ul style="list-style-type: none"> <li>For preauthorization of medication supplied and administered in a physician’s office and billed as a medical claim (Part B for Medicare)</li> </ul>	<ul style="list-style-type: none"> <li>Call 866-461-7273</li> </ul>
<b>Doctor call line</b>	<ul style="list-style-type: none"> <li>For answers to all your CenterWell Pharmacy® questions</li> </ul>	<ul style="list-style-type: none"> <li>Call 800-967-9830</li> </ul>



*The information in this document is reviewed regularly.*

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**Provider payment integrity (PPI)**

- For questions about PPI audit policies and other resources

- Call **800-438-7885**

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