



Post Production FAQ

Electronic Data Interchange



Group Fulfillment
- Enrollment
November 2019



EDI FAQ Sheet & Contacts (Post Production)

URGENT ACCESS TO CARE: For all groups please send an email to EDISpecialistCommEnrollInquiry@humana.com. It is required to include the group name, group number and 'ATC' in the subject line. ATC requests are processed within 2 hours if received by 6:30 pm EST. If received after 6:30 pm EST the request will be processed by 9:30 am EST the following business day. Be sure to include Subscriber SSN, Member demographics, Subscriber hire date, and coverage effective date.

ELIGIBILITY INQUIRIES - Specialty benefits (Dental, Vision, Life) only: Please send an email to EDISpecialistCommEnrollInquiry@humana.com. Please include group name, group number, and note 'ELIGIBILITY RESEARCH' in the subject line. All mailbox inquiries are answered within 4 business days.

ELIGIBILITY INQUIRIES – Small Medical groups (1-99 Subscribers): Please send to EDISpecialistCommEnrollInquiry@humana.com. Please include group name, group number, and note 'ELIGIBILITY RESEARCH' in the subject line. All mailbox inquiries are answered within 4 business days.

ELIGIBILITY INQUIRIES - Large Medical groups (99+ Subscribers): Please reach out to your Customer Experience Manager.

ELIGIBILITY INQUIRIES – COBRA/State Continuation: Please send an email to Continuation@humana.com. Please include group name, group number, and note 'ELIGIBILITY RESEARCH' in the subject line. All mailbox inquiries are answered within 4 business days.

FILE PROCESSING TIMELINE: When the file is received from the group/vendor, the updates will appear in Humana's platform the next day. It will take another 24 hours to update in our Rx system. If an error has occurred for a member, our Enrollment team will review and manually resolve the issue within 4 calendar days.

DISCREPANCY REPORT: Once a month Humana will generate a File Compare Discrepancy Report. This is a compare of the full file to Humana's system. Any members 'Not on File, but Active in Humana' will appear on this discrepancy report and will be sent back to the group to be verified and updated manually. Humana will not term by absence. In most cases these discrepancies occur when a term record is not sent to Humana.

EDI FAQ Sheet & Contacts (Post Production) cont.

GROUP/MEMBER SUPPORT: For Benefits Administrators or Agents that need to verify member coverage status, please call 800-592-3005. Providers will call the Provider Service Center at 866-427-7478. Members will call the number on the back of their ID card.

HRBA/WEB PORTAL SUPPORT: The Humana Business Web Team (888-666-5733) can assist with the following inquiries:

- *Locked accounts*
- *Access issues/Employer Registration*
- *Error messages*
- *Assistance with printing a temporary ID Card*
- *Requesting Proof of Coverage Letter*
- *eBilling*

VENDOR CHANGE: If a vendor change needs to occur, please reach out to your Customer Experience Manager or Retention Executive to submit a request.

OFF-SCHEDULE FILES: You can always send an off-scheduled file if needed. Please send notification to your EDI contact so they are aware.

MEMBER INQUIRIES: Once EDI files have been moved to Production, any member who tries to contact Humana to make a change to their demographics and/or contact info will be directed back to their employer.

Electronic Transmission Questions/Concerns: For all ET inquiries, including password resets, please send to your Humana EDI contact.

NO ACCESS TO WEB: Once a group is moved to EDI, HRBA/Web portal access will be changed to 'View Only.'

Additional Questions: If you have further questions not answered in this document, please address to your Humana EDI Contact.