

Medicare Advantage (MA)

Preferred Provider Organization (PPO)

Electronic claims filing

Humana's MA PPO plans

Humana's MA PPO claims can be filed electronically through various clearinghouses. Our preferred clearinghouses are Availity and Waystar/ZirMed.

For both Availity and Waystar/ZirMed, the payer ID for claims is **61101**, and the payer ID for encounters is **61102**. Some clearinghouses charge service fees. Please contact your clearinghouse for more information.

Paper claims filing

Humana's MA PPO plans

Please submit your claims electronically whenever possible. Humana receives submissions through Availity at no charge to the healthcare provider; however, you can continue submitting transactions to your existing clearinghouse. Humana claims will be forwarded to Availity if the clearinghouse is listed for forwarding.

Submit paper claims to:

Humana's MA PPO
c/o Humana Claims Office
P.O. Box 14601
Lexington, KY 40512-4601

Humana's MA PPO allows payment for Medicare-covered services at contracted rates – minus the patient's cost share, which typically is a copayment. To facilitate efficient and accurate claims processing, please:

- Include your provider tax identification number, Medicare ID, National Provider Identifier and taxonomy number. Facilities should use the subunit identifier with their facility ID.
- Consider using dedicated staff and/or Medicare editing software.
- Include any documentation that would be required on a Medicare claim.

Where can I find a list of services requiring preauthorization?

The full list of preauthorization requirements applies to Humana MA PPO-covered patients. Preauthorization is not required for services provided by nonparticipating healthcare providers for MA PPO-covered patients; however, notification is requested, as it helps coordinate care for Humana-covered patients. Please visit www.Humana.com/PAL for additional information.

The claims and Customer Care telephone number is 1-800-4HUMANA (1-800-448-6262).

For copies of benefit summaries for any Humana Medicare Advantage plan, visit our website at www.Humana.com.

Do the following:

- Click on "Shop for plans."
- Click on "Shop Medicare Advantage Plans."
- Enter the patient's ZIP code and click "Shop plans."
- Find the patient's plan and click "View Details."
- Scroll to the "Plan documents" box, find "Summary of Benefits" and click the language version you prefer.

To view your patient's Humana ID card:

- Log into Availity.com
- Select Payer Spaces
- Select Humana
- View ID card