Manage Humana overpayments online

Save time with the overpayments application on Availity Essentials

Availity Essentials makes resolving your overpayments easier

You can reduce overpayment resolution time by managing, researching, disputing and resolving overpayment requests online with this user-friendly application at www.availity.com/essentials. 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 Essentials™ 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

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 clinical disputes on overpayments be filed through the application? Yes, a dispute request form and an official letter of a dispute with signature can be uploaded with supporting documentation.

Can we work underpaid accounts? Yes, you can easily address your underpaid claim in the "Appeals" tool. Locate your underpaid claim in the Claim Status application in Availity Essentials and select the "Dispute Claim" button on the screen.

Can we upload self-identified overpayments? Yes, we do accept unsolicited overpayments from providers. Locate your overpaid claim in the Claim Status application in Availity Essentials and select the "Identify Overpayment" button on the screen.

Where to find the overpayments application

You can find the overpayments application at www.availity.com/essentials under "Claims & Payments." If you do not see the application on the "Claims & Payments" menu, please ask your organization's Availity Essentials administrator for "Claim Status" access.

Need help?

Select "Help & Training" on Availity Essentials' main navigation bar and select "Find Help." Choose the "Overpayments" topic on the left.

View a demo within the overpayments application by selecting "Watch a demo" in the upper-right portion of your screen.

For technical help, call Availity Customer Service at 800-282-4548. Assistance is available Monday – Friday, 8 a.m. – 8 p.m., Eastern time, excluding holidays.

For assistance with an issue related to a Humana overpayment, send an inquiry or message via the overpayments application at www.availity.com/essentials. Here's how:

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

Humana.