Humana

Medicare Advantage (MA)

Health Maintenance Organization (HMO)

Electronic claims filing

Humana's MA HMO plans

Humana's MA HMO claims can be filed electronically through various clearinghouses. Our preferred clearinghouse is Availity Essentials®. The payer ID for claims is **61101**, and the payer ID for encounters is **61102**. Some clearinghouses might charge a service fee. Please contact your clearinghouse for more information.

Paper claims filing

Humana's MA HMO plans

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

Submit paper claims to:
 Humana MA HMO
 c/o Humana Claims Office
 P.O. Box 14601
 Lexington, KY 40512-4601

General claims filing

Humana's MA HMO pays 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 IDs.

- Consider using dedicated Medicare billing staff and/or Medicare editing software.

- Include any documentation that would be required on a Medicare claim.

Humana's claims and Customer Care telephone number is 800-4HUMANA (448-6262).

Benefit summaries

To access your patient's plan summary:

- Sign into Availity.com.

- Select "Patient Registration" at the top left of the page.

- Choose "Eligibility and Benefits Inquiry."

- Complete the "New Request" form to search for the patient's benefits.

- Select the "Medicare Certificate of Coverage" button.

- Accept the disclaimer that states you are leaving the Availity Essentials site. Humana's website will open at a page where you can search for the patient's plan.

- Be sure to review the "Coverage and Benefits" tab to determine if a patient is cost share protected (CSP). CSP means the patient cannot be balance billed.

To view your patient's Humana ID card

- Sign into Availity.com.
- Select "Payer Spaces."
- Select "Humana."
- Select "View ID Card."