

Find support when you need it

A quick list of important Medicare Supplement contacts to help answer your questions



Need support? Your Humana team is here.

Agent Support Unit (8 a.m. – 9 p.m., Eastern time)

For questions such as contracting/appointments, product support, marketing materials, and general questions:

 Phone: **800-309-3163**

 Email: **agentsupport@humana.com**

 Fax: **502-508-0062**

PLEASE NOTE: Agent Support Unit does not receive service inquiries. Please check your Vantage dashboard for service inquiry updates.

Underwriting

Customer service: **800-825-7858**

Agents: Press 2

Agent underwriting prescreen questions: Press 4

For all other inquiries: Press 2

Important customer phone numbers

Member customer service: **800-866-0581**

Billing/enrollment: **800-866-0581**

Claims/benefits: **800-866-0581**

TDD (for hearing impaired): **711**

Enrollment, billing and claims inquiries

Service inquiry tool

Service inquiries offers a way for agents to provide post-enrollment customer service to their members. The service inquiry requests are processed by the Agent Retail Sales Operations Support (ARSOS) team. ARSOS will work with the agent to provide information about the resolution of the inquiry.

To submit an inquiry, go to the “Service Inquiries” tab on Vantage.

To find the Service Inquiry job aids:

1. Log in to **Vantage**.
2. Go to **Humana Marketpoint University**.
3. Enter “**Service Inquiry**” in the search bar to find the job aids.

Access to care

Access to care and critical, time-sensitive issues that need immediate attention should be called in to customer service for guidance and solutions. This will allow for escalation with a supervisor and/or manager.

Phone: **800-866-0581**