Resource sheet for healthcare providers

Help yourself to the information you need, when you need it. There's **never any waiting** to speak to our automated agent or to work with us online via Availity Essentials tools – and they're both **available 24x7** for your convenience.

Availity Essentials (www.Availity.com) enables you to do the following and more online, at a time that's convenient for you:
- Check eligibility and benefits
- Submit referral and preauthorization requests
- Check the status of claims and authorizations
- View remittance advice
- Manage overpayments
- Respond to medical record requests

How can I check my patient's coverage?

Use the Availity Essentials' Eligibility & Benefits tool or call **800-448-6262** (commercial) or **800-457-4708** (Medicare) to speak to Humana's automated agent.*

What services require preauthorization?

Visit Humana.com/PAL for preauthorization and notification lists.

How can I submit preauthorization or referral requests or check preauthorization status?

Use the Availity Essentials Referral & Authorization tools or call **800-523-0023** to speak to our automated agent.*

For some services, preauthorizations are handled by utilization management organizations. Visit Humana.com/Authorizations for details.

For pharmacy or medication preauthorizations, go to Covermymeds.com or, on Availity Essentials, locate the CoverMyMeds link under Authorizations & Referrals.

How can I submit claims?

Use Availity Essentials claim tools or, to submit electronically via clearinghouse, contact Availity at Availity.com. For more information, go to Humana.com/ClaimResources.

How can I submit requested medical records?

Use the Medical Records Management (MRM) tool on Availity Essentials.

How can I check claim/payment status?

Use the Availity Essentials Claim Status or Remittance Inquiry tool. Or call **800-448-6262** (commercial) or **800-457-4708** (Medicare) to speak to our automated agent.*

How can I submit a claim appeal or dispute?

Use the Availity Essentials Claim Status tool to locate the finalized claim and click the "Dispute claim" button to add the request to your Appeals worklist. Use the Appeals tool to submit your request or check status.

How can I manage overpayments?

Use the Availity Essentials Overpayments tool or call our Provider Payment Integrity team at **800-438-7885**. For more information, visit Humana.com/PPI.

How can I manage electronic payments?

Visit Humana.com/ePaymentInfo for details on electronic claim payments such as ERA/EFT.

Training and education

- **Learn about Availity Essentials:** Humana.com/ProviderSelfService
- **Sign up for a live webinar on online tools:** Humana.com/ProviderWebinars
- **View policy and process informational presentations:** Humana.com/MakingItEasier

*Give our automated phone agent a try… You may be surprised at how much this technology can do!

The agent responds to verbal requests, so you can speak conversationally. **You'll receive a reference number for each completed call.**

The information in this flyer applies to commercial and Medicare plans, but it does not replace local or plan guidance when available.