

Dear physician, healthcare provider or administrator:

Humana has posted a revised version of the Humana Provider Manual online at [Humana.com/providermanual](https://www.humana.com/providermanual). This version will be effective March 1, 2023. It was last updated in 2022.

It is important for all contracted healthcare providers and administrators to review the updated manual, as your participation agreement with Humana, ChoiceCare or the Humana Behavioral Health Network contains a compliance obligation with the provisions of the manual.

Overall, the Humana Provider Manual has been reorganized and streamlined to make it more user-friendly. Similar subjects have been grouped to help you quickly locate the information you need. For example, there is now a separate section that includes information on utilization management and referrals.

**Additional notable revisions in this edition include:**

- Online resources for contact information and policy and procedural updates.
- Updated information on preauthorization, referrals and clinical review guidelines.
- A modified pharmacy section with process and procedural information.
- Revised information on Humana's claim dispute processes.
- An updated compliance/ethics section that covers liability insurance; fraud, waste and abuse requirements; notification requirements; conflicts of interest and Medicare obligations.

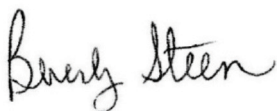


**If you have questions about these changes, please call 800-457-4708.**

If you need a printed version of the manual, please email your local market office. Please provide the name of your provider business, the name of person to receive the manual and your complete address.

**Thank you for your continued care of your Humana-covered patients.**

Sincerely,

A handwritten signature in cursive script that reads "Beverly Steen".

Beverly Steen  
Director, National Network Operations  
Humana

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