



## Tools and Resources for Physicians and Other Healthcare Providers

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### Making It Easier for Physicians and Other Healthcare Providers [Humana.com/MakingItEasier](https://www.humana.com/MakingItEasier)

This document provides an inventory of commonly used self-service tools and resources Humana created to make it easier for you to find the information you need. The information is categorized by function, to guide you more directly to what you need.

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## Eligibility and Benefits

<b>Overview</b>	<ul style="list-style-type: none"> <li>Check the patient's benefits</li> <li>Identify an HMO patient's primary care provider</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>
<b>Humana ID card</b>	<ul style="list-style-type: none"> <li>Obtain your patient's ID number</li> <li>View and/or print a patient's ID card</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Avality.com</a> → Humana Payer Spaces → Applications tab → View ID Card</li> </ul>
<b>Member summary</b>	<ul style="list-style-type: none"> <li>Access a 365-day summary of a patient's medical history for specific, clinically relevant information</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>
<b>Patient care summary</b>	<ul style="list-style-type: none"> <li>Download medical history by entering a date range. (Summary includes a history of radiology and immunization.)</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>
<b>Care reminders</b>	<ul style="list-style-type: none"> <li>Obtain clinically relevant information specific to the patient</li> <li>Identify opportunities for screenings, lab tests or other treatment</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Avality.com</a> → Patient Registration tab → Eligibility and Benefits Inquiry</li> </ul>
<b>Accumulated benefits and deductibles</b>	<ul style="list-style-type: none"> <li>Access patient coverage and benefit information, including copayment, coinsurance and deductible details</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>
<b>Patient cost estimator (for professional claims only)</b>	<ul style="list-style-type: none"> <li>Obtain service, diagnosis and procedure information to calculate a patient's estimated financial responsibility. Includes: <ul style="list-style-type: none"> <li>Deductibles</li> <li>Copayments</li> <li>Provider fee schedule</li> <li>Current adjudication information</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Avality.com</a> → Patient Registration → Eligibility and Benefits Inquiry</li> </ul>

## Preauthorizations and Referrals

<b>Authorizations and referrals</b>	<ul style="list-style-type: none"> <li>Submit new referrals and authorization requests</li> <li>Enables seamless sharing of medical record information requested by a Humana department for authorization submissions. Use the "upload attachment" feature.</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Avality.com</a> → Patient Registration → Authorizations and Referrals</li> </ul>
<b>Authorization management</b>	<ul style="list-style-type: none"> <li>Inquire about current and previous inpatient and outpatient authorizations and referrals</li> <li>Enables seamless sharing of medical record information requested by a Humana department for authorization submissions. Use the "add attachments" feature.</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Avality.com</a> → Humana Payer Space → Applications tab → Authorizations Management</li> </ul>
<b>Medical and pharmacy coverage policies</b>	<ul style="list-style-type: none"> <li>Obtain information on evaluation and coverage of medical procedures, devices and medications being investigated or recently introduced for the treatment of various conditions</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/coveragepolicies</a></li> </ul>
<b>Preauthorization and notification lists</b>	<ul style="list-style-type: none"> <li>Find lists of medical procedures, devices and medications for which preauthorization may be required for patients with Humana Medicare Advantage and commercial plans</li> <li>Now includes procedure codes – <b>NEW</b></li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/PAL</a></li> </ul>

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<b>Behavioral health guidelines</b>	<ul style="list-style-type: none"> <li>• Preauthorizations – submit preauthorization requests for behavioral health and substance abuse services for Humana Medicare Advantage and commercial members</li> <li>• Behavioral health information – Consult clinical practice guidelines for behavioral health issues</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Patient Registration → Authorizations → Select Humana Behavioral Health in the Payer dropdown list</li> <li>• Found at <a href="https://www.humana.com/provider/support/clinical/behavioral-health-guidelines">Humana.com/provider/support/clinical/behavioral-health-guidelines</a></li> </ul>
<b>Utilization management partners</b>	<ul style="list-style-type: none"> <li>• <b>HealthHelp</b> Through Consult, submit authorization requests for diagnostic imaging, radiation therapy, sleep study, cardiac catheterization and cardiac-device services, and receive quick feedback</li> <li>• <b>OrthoNet</b> Request preauthorization for pain management and musculoskeletal procedures</li> <li>• <b>Chemotherapy services</b> <b>Oncology Analytics</b> (for practices in CT, DE, FL, GA, ME, MD, MA, NH, NJ, NY, PA, RI, TX, VT and outside the U.S.) – Obtain general information and forms; submit preauthorization requests <b>New Century Health secure provider portal</b> (all other states) Obtain general information and forms; submit preauthorization requests <b>Tivity Health</b> (formerly Healthways) Obtain information about how Tivity’s SilverSneakers program can improve health and cut costs for your patients with Humana Medicare Advantage.</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Humana Payer Space → Resources Tab → Radiology Referral Submission</li> <li>• Found at <a href="https://orthonet-online.com/dl/humana.html">Orthonet-online.com/dl/humana.html</a></li> <li>• Find Oncology Analytics at <a href="https://www.humana.com/provider/medical-resources/authorizations-referrals/chemotherapy-oncology-analytics">Humana.com/provider/medical-resources/authorizations-referrals/chemotherapy-oncology-analytics</a></li> <li>• Find New Century at <a href="https://www.humana.com/provider/medical-resources/authorizations-referrals/chemotherapy-new-century">Humana.com/provider/medical-resources/authorizations-referrals/chemotherapy-new-century</a></li> <li>• Find Tivity Health at <a href="https://www.tivityhealth.com/products/silversneakers/">Tivityhealth.com/products/silversneakers/</a></li> </ul>

## Clinical Policies and Documentation

<b>Medical and pharmacy coverage policies</b>	<ul style="list-style-type: none"> <li>• Obtain information on evaluation and coverage of medical procedures, devices and medications being investigated or recently introduced for the treatment of various conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/coveragepolicies">Humana.com/coveragepolicies</a></li> </ul>
<b>Preauthorization and notification lists</b>	<ul style="list-style-type: none"> <li>• Find a list of services and medications for which preauthorization may be required</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/PAL">Humana.com/PAL</a></li> </ul>
<b>Clinical support</b>	<ul style="list-style-type: none"> <li>• Review clinical and behavioral health guidelines, Medicaid materials, medical services and procedures that may require medical records review, and many other resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/clinical">Humana.com/clinical</a></li> </ul>
<b>Claim coding and inquiry process guidelines</b>	<ul style="list-style-type: none"> <li>• Find detailed information about Humana’s claim coding guidelines to assist you in accurately documenting and coding diagnoses and services provided to your Humana-insured patients</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/claimscoding">Humana.com/claimscoding</a></li> </ul>

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## Medical Claims Policy and Code Editing

<b>Humana's claims payment policies</b>	<ul style="list-style-type: none"> <li>• Access information about reimbursement methodologies and acceptable billing</li> <li>• Reduce delays in processing claims and avoid rebilling and additional requests for information</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/ClaimPaymentPolicies">Humana.com/ ClaimPaymentPolicies</a></li> </ul>
<b>Claims processing edits</b>	<ul style="list-style-type: none"> <li>• Access policies and claims payment systems aligned with correct-coding initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/edits">Humana.com/edits</a></li> </ul>
<b>Code edit simulator</b>	<ul style="list-style-type: none"> <li>• Submit billing scenarios to receive instant responses about code edits</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Humana Payer Space → Applications tab → Code Edit Simulator</li> </ul>
<b>Code edit question</b>	<ul style="list-style-type: none"> <li>• Submit specific questions about code editing</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → More → Research Procedure Code Edits</li> </ul>
<b>Making It Easier</b>	<ul style="list-style-type: none"> <li>• Access a series of educational presentations about Humana's claims payment policies</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/MakingItEasier">Humana.com/ MakingItEasier</a></li> <li>• Also found at <a href="https://www.availity.com">Availity.com</a> → Humana Payer Space → Resources tab → Making It Easier</li> </ul>

## Medical Claims Submission

<b>Electronic claims</b>	<ul style="list-style-type: none"> <li>• Submit electronic claims through the Availity portal</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Claims and Payments → Professional Claim or Facility Claim</li> </ul>
<b>Claims submissions</b>	<ul style="list-style-type: none"> <li>• Provides information about submitting electronic and paper claims. Includes addresses for paper claims.</li> <li>• Note: The claim or encounter mailing address on patient identification cards is always the most appropriate to use.</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/claimssubmissions">Humana.com/ claimssubmissions</a></li> </ul>
<b>Electronic claims payment</b>	<ul style="list-style-type: none"> <li>• Initiate direct deposit of your Humana claims payments into the bank accounts of your choice when you sign up for EFT</li> <li>• Receive electronic versions of your explanations of remittance automatically when you enroll for EFT</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.humana.com/epaymentinfo">Humana.com/ epaymentinfo</a></li> </ul>

## Medical Claims Management

<b>Claims status</b>	<ul style="list-style-type: none"> <li>• Search by claim number, member or family unit, date of service or date processed</li> <li>• Check claim status and view details, including amounts paid</li> <li>• Correct a claim or submit an attachment</li> <li>• Manage accounts receivable</li> <li>• Share medical record information requested by a Humana department for claims. Use the "send claim attachment" feature.</li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Claims &amp; Payments → Claims Status</li> </ul>
<b>Remittance review</b>	<ul style="list-style-type: none"> <li>• Search the past 18 months of remittance history using: <ul style="list-style-type: none"> <li>– ACH, check, claim or remit numbers</li> <li>– Service dates, voucher or EFT deposit dates</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Found at <a href="https://www.availity.com">Availity.com</a> → Humana Payer Space → Applications tab → Remittance Review</li> </ul>

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<b>Fee schedule inquiry</b>	<ul style="list-style-type: none"> <li>Obtain contracted reimbursement information for patient services</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Availity.com</a> → Humana Payer Space → Applications tab → Fee Schedule Inquiry</li> </ul>
<b>Claims Payment Inquiries</b>	<ul style="list-style-type: none"> <li>Find the process for claim-payment inquiries and disputing determinations</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/provider/medical-resources/claims-payments/claims-payment/payment-inquiries</a></li> </ul>

## Pharmacy Claims

<b>Prior authorization for pharmacy drugs</b>	<ul style="list-style-type: none"> <li>Request prior authorizations for medications <ul style="list-style-type: none"> <li>Includes Puerto Rico customized process</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/PA</a></li> <li>Also found at <a href="#">Availity.com</a> → Humana Payer Space → Applications tab → Pharmacy Prior Authorization</li> </ul>
<b>Prior authorization for professionally administered drugs</b>	<ul style="list-style-type: none"> <li>See the “Customized fax forms” section for drugs that require prior authorization before they can be administered in a physician’s office, clinic, outpatient or home setting</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/provider/medical-providers/pharmacy/precertification</a></li> </ul>
<b>Prescription drug exceptions and appeals</b>	<ul style="list-style-type: none"> <li>Obtain information about coverage determinations, such as: <ul style="list-style-type: none"> <li>The portion of a drug’s cost for which the patient will be responsible</li> <li>Quantity limits</li> <li>Step therapy requirements</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/provider/pharmacy-resources/exceptions-appeals</a></li> </ul>
<b>Medical and pharmacy coverage policies</b>	<ul style="list-style-type: none"> <li>Obtain information on evaluation and coverage of medical procedures, devices and medications being investigated or recently introduced for the treatment of various conditions</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/coveragepolicies</a></li> </ul>
<b>Humana drug lists</b>	<ul style="list-style-type: none"> <li>Overview <ul style="list-style-type: none"> <li>Access formulary information and other resources</li> </ul> </li> <li>Medicare drug list search <ul style="list-style-type: none"> <li>Search for a medication on Humana’s drug list and obtain information about specific drugs</li> </ul> </li> <li>Generic drug guide <ul style="list-style-type: none"> <li>View a chart that shows generic alternatives or generic equivalents for brand-name drugs</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Humana.com/druglists</a></li> <li>Found at <a href="#">Drug-list-search.apps.cf.humana.com/</a></li> <li>Found at <a href="#">Humana.com/provider/medical-providers/pharmacy/tools/generics</a></li> </ul>

## Medical Record Submission

<b>Medical records management (MRM)</b>	<ul style="list-style-type: none"> <li>Enables seamless sharing of medical record information between physicians and other healthcare providers and requesting Humana departments</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Availity.com</a> → Humana Payer Space → Applications tab → Medical Records Management</li> </ul>
<b>Authorization management</b>	<ul style="list-style-type: none"> <li>Enables seamless sharing of medical record information requested by a Humana department for authorization submissions. Use the “add attachments” feature.</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Availity.com</a> → Humana Payer Space → Applications tab → Authorization Management</li> </ul>
<b>Claim status</b>	<ul style="list-style-type: none"> <li>Enables seamless sharing of medical record information requested by a Humana department for claims. Use the “send claim attachment” feature.</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="#">Availity.com</a> → Claims &amp; Payments → Claim Status</li> </ul>

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## Provider Payment Integrity (PPI) Policies

<b>Humana provider payment integrity policies and processes</b>	<ul style="list-style-type: none"> <li>View PPI policies and processes</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/PPI">Humana.com/PPI</a></li> </ul>
<b>Resolving recoupment concerns</b>	<ul style="list-style-type: none"> <li>Learn about the dispute resolution process for physicians and other healthcare providers who disagree with Humana’s findings</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/provider/support/claims/disputepolicy">Humana.com/provider/support/claims/disputepolicy</a></li> </ul>
<b>Humana provider payment integrity policy for medical records management</b>	<ul style="list-style-type: none"> <li>Get details on submitting medical records to Humana’s PPI department</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/provider/support/claims/financial-recovery/medical-records">Humana.com/provider/support/claims/financial-recovery/medical-records</a></li> </ul>
<b>Humana provider payment integrity medical record review resources</b>	<ul style="list-style-type: none"> <li>Find information about reviews conducted on a prepayment and postpayment basis</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/provider/medical-resources/payment-integrity-and-disputes/medical-record-review-resources">Humana.com/provider/medical-resources/payment-integrity-and-disputes/medical-record-review-resources</a></li> </ul>
<b>Humana provider payment integrity review policy</b>	<ul style="list-style-type: none"> <li>Prepayment site: <ul style="list-style-type: none"> <li>Get an explanation of the prepayment review process</li> </ul> </li> <li>Postpayment site: <ul style="list-style-type: none"> <li>Find information about PPI’s postpayment review process</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Prepayment found at <a href="https://www.humana.com/provider/support/claims/financial-recovery/prepayment">Humana.com/provider/support/claims/financial-recovery/prepayment</a></li> <li>Postpayment found at <a href="https://www.humana.com/provider/support/claims/financial-recovery/post-payment-review-policy">Humana.com/provider/support/claims/financial-recovery/post-payment-review-policy</a></li> </ul>
<b>Humana provider payment integrity medical record review dispute policy</b>	<ul style="list-style-type: none"> <li>Learn about the dispute resolution process for physicians and other healthcare professionals who disagree with Humana’s findings</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/provider/medical-resources/payment-integrity-and-disputes/medical-record-dispute-policy">Humana.com/provider/medical-resources/payment-integrity-and-disputes/medical-record-dispute-policy</a></li> </ul>

## Education

<b>Education on demand</b>	<ul style="list-style-type: none"> <li>Access Humana’s onboarding presentation for new healthcare providers</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/EOD">Humana.com/EOD</a></li> </ul>
<b>Making It Easier for Physicians and Other Healthcare Providers</b>	<ul style="list-style-type: none"> <li>Access a series of educational presentations about Humana’s claims payment policies and processes</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/MakingItEasier">Humana.com/ MakingItEasier</a></li> <li>Also found at <a href="https://www.availity.com">Availity.com</a> → Humana Payer Space → Resources tab → Making It Easier</li> </ul>
<b>Humana interactive webinars</b>	<ul style="list-style-type: none"> <li>Sign up for education about online tools</li> <li>View instructor-led webinars and receive answers to questions</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/ProviderWebinars">Humana.com/ProviderWebinars</a></li> </ul>
<b>Medical news</b>	<ul style="list-style-type: none"> <li>Read key updates for healthcare providers and their staff members</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/provider/news/medical-news">Humana.com/provider/news/medical-news</a></li> </ul>
<b>Humana’s YourPractice</b>	<ul style="list-style-type: none"> <li>Read a bimonthly publication for office staff, physicians and other healthcare providers</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/HYP">Humana.com/HYP</a></li> </ul>

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<b>Publications</b>	<ul style="list-style-type: none"> <li>Consult an extension of the provider participation agreement between Humana and/or ChoiceCare and all healthcare provider types</li> <li>Find important information concerning Humana and ChoiceCare policies and procedures, claims submission and adjudication requirements, and guidelines used to administer Humana health plans</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://www.humana.com/publications">Humana.com/publications</a></li> </ul>
<b>Doing Business with Humana</b>	<ul style="list-style-type: none"> <li>Identify key contact information and claim submission resources</li> </ul>	<ul style="list-style-type: none"> <li>Found at <a href="https://apps.humana.com/marketing/documents.asp?file=2554955">apps.humana.com/marketing/documents.asp?file=2554955</a></li> </ul>
<b>Physicians Making Sense of Value-based Care</b>	<ul style="list-style-type: none"> <li>Learn about value-based care and Humana’s efforts to support your commitment to your patients’ health. Includes access to sophisticated tools, capabilities and services designed to make population health management easier.</li> </ul>	<ul style="list-style-type: none"> <li>Information about value-based care found at <a href="https://valuebasedcare.humana.com">valuebasedcare.humana.com</a></li> </ul>

## Key Contacts

<b>Clinical intake team</b>	<ul style="list-style-type: none"> <li>For medical service preauthorization requests and notifications</li> </ul>	<ul style="list-style-type: none"> <li>Call 1-800-523-0023</li> </ul>
<b>Commercial customer service</b>	<ul style="list-style-type: none"> <li>For eligibility/benefits and claims inquiries</li> </ul>	<ul style="list-style-type: none"> <li>Call 1-800-4-HUMANA (1-800-448-6262)</li> </ul>
<b>Humana clinical pharmacy review</b>	<ul style="list-style-type: none"> <li>For medication prior authorization, step therapy, quantity limits and medication exceptions</li> </ul>	<ul style="list-style-type: none"> <li>Call 1-800-555-CLIN (1-800-555-2546)</li> </ul>
<b>Medicare customer service</b>	<ul style="list-style-type: none"> <li>For eligibility/benefits and claims inquiries</li> </ul>	<ul style="list-style-type: none"> <li>Call 1-800-457-4708</li> </ul>
<b>Medication intake team</b>	<ul style="list-style-type: none"> <li>For preauthorization of medication supplied and administered in a physician’s office and billed as a medical claim (Part B for Medicare)</li> </ul>	<ul style="list-style-type: none"> <li>Call 1-866-461-7273</li> </ul>
<b>Provider relations</b>	<ul style="list-style-type: none"> <li>For participation status, requests to join a network and contract-related questions</li> </ul>	<ul style="list-style-type: none"> <li>Call 1-800-626-2741</li> </ul>
<b>Provider Payment Integrity (PPI)</b>	<ul style="list-style-type: none"> <li>For questions about PPI audit policies and other resources</li> </ul>	<ul style="list-style-type: none"> <li>Call 1-800-438-7885</li> <li>Go to <a href="mailto:ContactPPI@Humana.com">ContactPPI@Humana.com</a></li> </ul>

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