Resource sheet for healthcare providers

Working with us online

Use the secure web tools at www.availity.com to:
• Check eligibility and benefits
• Submit referrals and preauthorizations
• Check claim status
• Review potential code edits
• View remittance advice
• Manage overpayments
• Respond to medical record requests
• Open and track portal-related support tickets

Preauthorizations and referrals
Online submission www.availity.com
Automated phone line 1-800-523-0023

Cardiology: imaging, interventional, and devices; diagnostic imaging; oncology surgeries; radiation therapy; facility-based sleep studies (HealthHelp) www.healthhelp.com/Humana 1-866-825-1550

Drug preauthorizations: Medical and Pharmacy (Cover My Meds) www.covermymeds.com

Musculoskeletal surgeries (OrthoNet) www.orthonet-online.com/dl_humana.html 1-866-565-4733 (phone) 1-866-621-9008 (fax)

Pain management (OrthoNet) www.orthonet-online.com/dl_humana.html 1-888-605-5344 (phone) 1-888-605-5345 (fax)

Physical Therapy, Occupational Therapy and Speech Therapy (OrthoNet/Optum) www.myoptumhealthphysicalhealth.com 1-844-938-0346 (phone) 1-844-938-0353 (fax)

Claims
Humana payer IDs
Claims: 61101
Encounters: 61102

Online submission (Registration required)
www.availity.com 1-800-282-4548

Electronic submission via clearinghouse
The following are some of the many clearinghouses offering services to healthcare professionals. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for more information.
www.availity.com 1-800-282-4548
www.experianhealth.com 1-888-661-5657

Paper claims
Humana Claims Office
P.O. Box 14601
Lexington, KY 40512-4601

Paper encounters
Humana Claims Office
P.O. Box 14605
Lexington, KY 40512-4605

Claim processing edits
Posted first Friday of month at Humana.com/edits

Electronic claims payment requests
Humana.com/ePaymentInfo

Policy and process education presentations
Humana.com/MakingItEasier

Other frequently used numbers
Provider Customer Service (Open 8 a.m. – 8 p.m. Eastern time)
Commercial 1-800-448-6262
Medicare 1-800-457-4708
Provider Payment Integrity 1-800-438-7885
Humana Pharmacy (mail delivery) NCPDP ID#: 0353108
1-800-967-9830
Humana Specialty Pharmacy NCPDP ID#: 3677955 1-800-486-2668

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