Online tools for providers
Use the secure web tools at www.availity.com to
• Check eligibility and benefits
• Estimate patient responsibility
• Submit referrals and authorizations
• Check claim status
• Review potential code edits
• View remittance advice
• Respond to record requests (medical records management)

To register:
Go to www.availity.com and select REGISTER.

Electronic payments and remittance advice
Have your Humana payments deposited automatically with
electronic funds transfer and electronic remittance advice
(EFT and ERA). Visit Humana.com/ePaymentInfo for more
information.

Key authorization and referral contacts

Online authorizations/referrals
www.availity.com or Humana.com/authorizations
(See registration information above.)

Humana automated phone line
1-800-523-0023

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)

Pharmacy authorizations
www.covermymeds.com

Ablation cardiology, diagnostic, oncology surgeries,
radiation therapy, revascularization, sleep, thoracotomy
and thyroidectomy services
HealthHelp
www.healthhelp.com/Humana or 1-866-825-1550

Information needed for authorizations:
Your Tax Identification Number (TIN), member’s ID
number, patient’s date of birth and the date of service. For
preadmission cases, you will need the TIN of the servicing
facility, diagnosis code and procedure code (if available).

Key resources for claims submission

Humana payer IDs
Claims: 61101; Encounters: 61102

Direct online claim submission at no cost
(Registration required)

www.availity.com 1-800-282-4548
www.waystar.com 1-844-392-9782

Electronic filing through a clearinghouse*
The following are some of the many clearinghouses
offering services to healthcare professionals.

Availity www.availity.com 1-800-282-4548
Experian Health www.experianhealth.com 1-888-661-5657
Waystar www.waystar.com 1-844-392-9782

*Some clearinghouses and vendors charge a service fee.
Contact the clearinghouse for more information.

Filing paper claims and encounters

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

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

Frequently used phone numbers and resources

Humana customer service
(commercial) 1-800-448-6262
Humana customer service
(Medicare) 1-800-457-4708
Humana Pharmacy (mail delivery)
(NCPDP ID#: 0353108) 1-800-967-9830
Humana Specialty Pharmacy
(NCPDP ID#: 3677955) 1-800-486-2668
Provider payment integrity
1-800-438-7885
Claims education
View educational presentations at
Humana.com/MakingItEasier
Claim processing edits
Posted monthly on first Friday at Humana.com/edits
Help with registration and training for online tools
Visit Humana.com/ProviderSelfService

Humana.com