Medicare Advantage (MA)  
Preferred Provider Organization (PPO)

Electronic claims filing

**Humana’s MA PPO plans**

Humana’s MA PPO claims can be filed electronically through various clearinghouses. Our preferred clearinghouses are Availity and Waystar/ZirMed. For both Availity and Waystar/ZirMed, the payer ID for claims is **61101**, and the payer ID for encounters is **61102**. Some clearinghouses charge service fees. Please contact your clearinghouse for more information.

Paper claims filing

**Humana’s MA PPO plans**

Please submit your claims electronically whenever possible. Humana receives submissions through Availity at no charge to the healthcare provider; however, you can continue submitting transactions to your existing clearinghouse. Humana claims will be forwarded to Availity if the clearinghouse is listed for forwarding.

Submit paper claims to:

**Humana’s MA PPO**  
c/o Humana Claims Office  
P.O. Box 14601  
Lexington, KY  40512-4601

Humana’s MA PPO allows payment for Medicare-covered services at contracted rates – minus the patient’s cost share, which typically is a copayment. To facilitate efficient and accurate claims processing, please:

• Include your provider tax identification number, Medicare ID, National Provider Identifier and taxonomy number. Facilities should use the subunit identifier with their facility ID.
• Consider using dedicated staff and/or Medicare editing software.
• Include any documentation that would be required on a Medicare claim.

Where can I find a list of services requiring preauthorization?

The full list of preauthorization requirements applies to Humana MA PPO-covered patients. Preauthorization is not required for services provided by nonparticipating healthcare providers for MA PPO-covered patients; however, notification is requested, as it helps coordinate care for Humana-covered patients. Please visit [www.Humana.com/PAL](http://www.Humana.com/PAL) for additional information.

The claims and Customer Care telephone number is **1-800-4HUMANA (1-800-448-6262)**.

For copies of benefit summaries for any Humana Medicare Advantage plan, visit our website at [www.Humana.com](http://www.Humana.com).

Do the following:

• Click on “Shop for plans.”
• Click on “Shop Medicare Advantage Plans.”
• Enter the patient’s ZIP code and click “Shop plans.”
• Find the patient’s plan and click “View Details.”
• Scroll to the “Plan documents” box, find “Summary of Benefits” and click the language version you prefer.

To view your patient’s Humana ID card:

• Log into Availity.com  
• Select Payer Spaces  
• Select Humana  
• View ID card