What are deficient claims?
A deficient claim is one submitted with missing, inaccurate and/or illegible data. Examples could include the wrong member ID or name listed on a claim.

What action is required?
Humana often can obtain missing or inaccurate data, but not without additional research. As a result, payment could be delayed and the claim would not be subject to penalties and interest under Texas’ prompt-pay legislation.

Unless Humana contacts you, no action is required on your part to complete processing of the deficient claim.

How to view deficient claims online
An online tool allows you to check on deficient claims. You can access this tool by signing in to the Availity Portal at Availity.com.

Note: If you don’t have a user ID for the Availity Portal, ask your organization’s Availity administrator to assign you the appropriate access. If your organization requires an Availity account, go to Availity.com and register.

After signing in to the portal, follow the instructions below. If you don’t see the Claim Status option, contact your Availity administrator to discuss your need for this tool.

To view your deficient claims:
1. Sign in to the Availity Portal and select Claim Status from the Claims & Payments menu.
2. Use the Service Date search to enter a date range and select the Search only for deficient claims checkbox near the bottom of the page.
3. A list of your deficient claims will appear for the date range you selected.

This information applies only to Texas healthcare providers.