Provider self-service
Via HumanaMilitary.com
2020
Table of contents

- Access to HUMIL provider site
- Register for an account
- Create an account
  - Step 1: Getting started
  - Step 2: Create User ID and Password
  - Step 3: General Information
  - Step 4: User Agreement
  - Step 5: Confirmation
- Log in to provider self-service on HM.com
- Reset password
Access the Humana Military provider site

- Go to HumanaMilitary.com/log-in and click on "Log in" under the "Providers" section in the middle of the page
Register for an account

- From the self-service log in page, click on the “Register for an account” link
- Note: After you register for an account, you will need to attach a provider to your account. In order to do that, you will need one of the following:
  - Tax ID Number (TIN) or
  - Employee Identification Number (EIN)
Create account

Step 1: Getting started

- From the “Create Provider Account” page, read the Consent Notification and the Privacy Act Statement and click the “Continue” button.
Create account

Step 2: Create user ID and password

- From the “Create Account” page, create a User ID and Password
- Choose Password questions and provide answers
- Click the “Submit” button
Create account

Step 3: General information

- From the “Create Account” page, provide:
  - Name
  - Job Title
  - Email address
  - Work Phone
  - Street Address
  - Zip Code
  - Supervisor Name
- Click the “Continue” button
Create account

Step 4: User agreement

- From the “Create Account” page, read the Humana Military Security and Information Protection Agreement, and if you accept it, click the button next to “I accept this agreement”
- Click the “Continue” button
Create account

Step 5: Confirmation

• From the “Create Account” page, note that you have successfully completed the account creation process.

• If you want to proceed without adding any providers to your account, click the “Continue to Provider Self-Service” button.

• If you want to add providers to your account, click the “Add a Provider to Account” button.

• **NOTE:** It is strongly recommended to add providers to the account at this time. Most self-service functions are not available without adding a provider to the account.
Log in to provider self-service on HumanaMilitary.com

- Once you have registered, your account has been activated by Humana Military and have added providers to your account, you may access the Self-service log-in page by entering your User ID and Password
- Click the “Log in” button
Resetting your password

- If you enter an incorrect password 3 times, you will be locked out of the system and presented with the screen to the right.
- Click on “How do I get my password restored” link.
Resetting your password

- Enter your user ID
- Click “Submit”
Resetting your password

- Enter the responses to the password reset questions that you provided when you established your account.
- If you are unable to answer your security questions and are locked out of your account, you will need to complete a new registration on provider self-service.

Reset Password

Step 2 - Answer your password questions below.

To verify your identity you will need to correctly match the answer to both password questions you previously established.

Note: Your answers must match exactly.

* Password Question 1  
  * Last name of your childhood friend

* Answer

* Password Question 2  
  * Childhood nickname

* Answer

* Indicates required field.

→ Continue
Resetting your password

- Enter a new password and confirm it
- Choose password reset questions and provide their responses

Reset Password

Step 3 - Create a new password and password reminder questions.

- New Password
- Confirm Password
- Password Question 1
- Password Answer 1
- Password Question 2
- Password Answer 2

Passwords must be 8-16 characters long and contain at least one letter, one number and one of these special characters: ! @ # $ _ = .

It is recommended that you use all lower case and avoid special characters in your response because during a password reset, you must match your answer exactly.

Back to table of contents →
Resetting your password

- Click on the “Provider Self-Service Log In” button
Resetting your password

- Log into the site with your new password