

Attachment I.C.17.c-1 Provider Website Screenshots

Humana for Healthcare Providers

Medical Resources Pharmacy Resources Dentist Resources Sign In

Humana for physicians and other healthcare providers

Your relationship with your patients can make all the difference in their health. Access tools and resources that can support you in their care.

Healthcare providers

Medical

Access key information

Find information about how to submit authorization requests, file claims efficiently, get paid electronically and more.

[Medical resources →](#)

Pharmacy

Get the answers you need

Access our pharmacy manual and audit guide, get details on Humana Pharmacy and learn about our medication therapy management program.

[Pharmacy resources →](#)

Dentists

Discover helpful tools

Find numerous resources, including plan summaries, claim submission details and credentialing and contracting applications.

[Dental resources →](#)

Manage details securely online

Humana's self-service resource center delivers tools and technology that make your job easier—including the ability to submit claims and check their status electronically.

Self-service resources

- [Learn about medical provider self-service →](#)
- [Register for pharmacist self-service →](#)
- [Register for dentist self-service →](#)

Other resources

Claims resources

Humana supports health care professionals' administrative needs with authorization and referral information, electronic claim submission, claims edits and guidelines and more.

[Claims resources →](#)

Pharmacy prior authorization requests

Get faster determinations by submitting PA requests for any plan and all medications online through CoverMyMeds. Humana partners with CoverMyMeds to provide real-time determinations for online requests.

[Submit an ePA →](#)

Find drug lists

Find coverage details for commercial, Medicare and Medicaid plans.

[Humana drug lists →](#)

[Back to top ↑](#)

Other Humana Sites Contact us Español

Humana Medical Resources Pharmacy Resources Dentist Resources Sign In

Claims →	Preauthorization & referrals →	Medicare & Medicaid →	Clinical support →	Education & News →
Submissions	Preauthorization lists	Medicare Advantage materials	Behavioral health	Web-based training
Processing edits	Professionally administered drugs	Florida Medicaid	Care decision insights	Join our network
Claims coding	Coverage policies	Illinois Medicaid	Clinical practice guidelines	Admin Manuals/Newsletter
Payments		Kentucky Medicaid	Health programs	Value-based care
Medical records			Quality resources	Humana Medical News
			Transplant services	Making It Easier

Your relationship with your patients can make all the difference in their health. Access tools and resources that can support you in their care.

Healthcare providers

Medical

Access key information

Find information about how to submit authorization requests, file claims efficiently, get paid electronically and more.

[Medical resources →](#)

Pharmacy

Get the answers you need

Access our pharmacy manual and audit guide, get details on Humana Pharmacy and learn about our medication therapy management program.

[Pharmacy resources →](#)

Dentists

Discover helpful tools

Find numerous resources, including plan summaries, claim submission details and credentialing and contracting applications.

[Dental resources →](#)

Manage details securely online

Humana's self-service resource center delivers tools and technology that make your job easier—including the ability to submit claims and check their status electronically.

Self-service resources

- [Learn about medical provider self-service →](#)
- [Register for pharmacist self-service →](#)
- [Register for dentist self-service →](#)

Other resources

Claims resources

Humana supports health care professionals' administrative needs with authorization and referral information, electronic claim submission, claims edits and guidelines and more.

[Claims resources →](#)

Pharmacy prior authorization requests

Get faster determinations by submitting PA requests for any plan and all medications online through CoverMyMeds. Humana partners with CoverMyMeds to provide real-time determinations for online requests.

[Submit an ePA →](#)

Find drug lists

Find coverage details for commercial, Medicare and Medicaid plans.

[Humana drug lists →](#)

[Back to top ↑](#)

Other Humana Sites Contact us Español

Humana Medical Resources Pharmacy Resources Dentist Resources Sign In

Pharmacy tools → **Prior authorization forms** → **News & publications** →

Drug lists
Generic drugs
Medication therapy management
Pharmacist manuals & forms
Pharmacy self-service

Professionally administered drugs
Exception and appeals
Medicare's Limited Income program
Coverage policies

providers

Your relationship with your patients can make all the difference in their health. Access tools and resources that can support you in their care.

Healthcare providers

Medical
Access key information
Find information about how to submit authorization requests, file claims efficiently, get paid electronically and more.
[Medical resources](#) →

Pharmacy
Get the answers you need
Access our pharmacy manual and audit guide, get details on Humana Pharmacy and learn about our medication therapy management program.
[Pharmacy resources](#) →

Dentists
Discover helpful tools
Find numerous resources, including plan summaries, claim submission details and credentialing and contracting applications.
[Dental resources](#) →

Manage details securely online

Humana's self-service resource center delivers tools and technology that make your job easier—including the ability to submit claims and check their status electronically.

Self-service resources
[Learn about medical provider self-service](#) →
[Register for pharmacist self-service](#) →
[Register for dentist self-service](#) →

Other resources

Claims resources
Humana supports health care professionals' administrative needs with authorization and referral information, electronic claim submission, claims edits and guidelines and more.
[Claims resources](#) →

Pharmacy prior authorization requests
Get faster determinations by submitting PA requests for any plan and all medications online through CoverMyMeds. Humana partners with CoverMyMeds to provide real-time determinations for online requests.
[Submit an ePA](#) →

Find drug lists
Find coverage details for commercial, Medicare and Medicaid plans.
[Humana drug lists](#) →

[Back to top](#) ↑

https://www.humana.com/provider/medical-resources/medicare-medicaid

Humana Medicare and Medicaid

File Edit View Favorites Tools Help

Convert Select

Other Humana Sites

Contact us Español


Humana Medical Resources Pharmacy Resources Dentist Resources

I want to... Sign in

Home / Humana for Healthcare Providers / Medical resources / Medicare and Medicaid information

Medicare and Medicaid information

This webpage offers publications and other information for healthcare professionals who treat patients with Humana Medicare, Medicaid and dual Medicare-Medicaid coverage.



Publications

Humana dual-eligible outreach flyer

Information on how Humana can help eligible Medicare beneficiaries apply for financial assistance through the Medicare Savings Program

[Humana dual-eligible outreach flyer](#)

Medicare private-fee-for-service (PFFS)

Terms and conditions for Medicare PFFS

[Medicare PFFS](#)

Medicare Advantage materials

Operational and reimbursement guidelines, provider qualifications and requirements, frequently asked questions and other information

[Medicare Advantage materials](#)

Medicaid and dual Medicare-Medicaid provider materials

State-specific resources for Humana's Medicaid and dual Medicare-Medicaid products

[Florida Medicaid and long-term care](#)

[Illinois Medicaid](#)

Medicaid appendices

Florida materials

[Florida Medicaid Provider Manual](#)

Illinois materials

[Illinois joint CMS-state-sponsored Medicare Medicaid alignment initiative \("demonstration"\) and Illinois integrated care program \(ICP\) appendix – effective Sept. 1, 2016](#)

Other resources

National coverage determinations

Learn about the latest changes the Centers for Medicare & Medicaid Services (CMS) has made to services that are covered by Medicare.

[National coverage determinations](#)

Quality materials

Visit our quality resources page for information on CMS Star Ratings, the Healthcare Effectiveness Data and Information Set (HEDIS®), the Consumer Assessment of Healthcare Providers and Systems (CAHPS®), the CMS Health Outcomes Survey (HOS) and more.

[Quality materials](#)

Back to top ↑

Medicaid/Medicare

Medicaid/Medicare

Medicare Advantage materials →

Florida Medicaid →


Florida long-term care →

Illinois Medicaid →

Kentucky Medicaid →

https://www.humana.com/provider/medical-resources/medicare-medicaid/kentucky-medicaid

Other Humana Sites ▾ Contact us Español

Humana Medical Resources ▾ Pharmacy Resources ▾ Dentist Resources ▾  **Sign in**

Home / Humana for Healthcare Providers / Medical resources / Medicare and Medicaid information / Kentucky Medicaid

Kentucky Medicaid

Humana contracted with the Kentucky Cabinet for Health and Family Services to provide services to Medicaid enrollees through Humana Health Plan. Medicaid provides healthcare coverage for income-eligible children, seniors, disabled adults, pregnant women and other eligible adults. It is funded by both the state and federal governments.


Provider Documents	Provider communications	Provider training materials
<p>These documents apply to all counties in Kentucky.</p> <p>Provider Resource Guide- Transition Details</p> <p>Kentucky Medicaid Provider Manual</p> <p>Medicaid Preauthorization and Notification List</p> <p>Humana Medical Plan Kentucky Medicaid Member Handbook</p> <p>Consent for Sterilization</p> <p>Hysterectomy Consent</p> <p>Kentucky Medicaid Pharmacy and Therapeutics Information</p> <p>Pharmacy quick reference guide</p> <p>Preferred Drug List – English</p> <p>Preferred Drug List – Spanish</p> <p>Referral to Medicaid Case Management Form</p>		

Medicaid/Medicare

Medicaid/Medicare →

- Medicare Advantage materials →
- Florida Medicaid →
- Florida long-term care →
- Illinois Medicaid →
- Kentucky Medicaid**

[Back to top ↑](#)

	Claims & payments	Join our Network	Humana.com	About Humana
	Authorization & Referrals	News & Publications	Employers	Contact Us
	Pharmacy Prior Authorizations	Humana Drug Lists	Agents & Brokers	Careers
	Clinical Guidelines	Dentist Resources	Providers	Investor Relations
	Value-based Care	Contact Us	Caregivers	Corporate Responsibility

© Humana 2020

Legal • Privacy Policies • Internet Privacy Statement • Site Map • Disclaimers & Licensure • Fraud, Waste & Abuse • Accessibility • System Requirements

https://www.humana.com/provider/medical-resources/medicare-medicaid/kentucky-medicaid

Kentucky Managed Medica... x

File Edit View Favorites Tools Help

x Convert Select

Other Humana Sites v

Contact us Español

Humana Medical Resources v Pharmacy Resources v Dentist Resources v I want to... Q Sign in

Home / Humana for Healthcare Providers / Medical resources / Medicare and Medicaid information / Kentucky Medicaid

Kentucky Medicaid

Humana contracted with the Kentucky Cabinet for Health and Family Services to provide services to Medicaid enrollees through Humana Health Plan. Medicaid provides healthcare coverage for income-eligible children, seniors, disabled adults, pregnant women and other eligible adults. It is funded by both the state and federal governments.

Provider Documents

Provider communications

Provider training materials

Continuity of Care Provisions

A prior authorization (PA) shall be honored by the Humana Health Plan for 90 days or until the recipient or provider is contacted by the Humana Health Plan regarding the PA. If the recipient and provider are not contacted by Humana Health Plan, the existing Medicaid PA shall be honored until expired.

How to request preauthorization

Except where noted preauthorization requests for medical services may be initiated:

- Online via Availity.com (registration required)
- By calling Humana's interactive voice response (IVR) line at 1-800-444-9137 (available Monday through Friday, 8 a.m. to 8 p.m. Eastern time)
Please note: Online preauthorization requests are encouraged.
- By calling our authorization intake team directly at 1-888-285-1114
- Additionally, clinical information for a medical service preauthorization request may be faxed to 1-833-974-0059 using [KY Medicaid Fax Form – State Template](#) or [KY Medicaid Fax Form – Humana Preferred Template](#).

Except where noted, preauthorization requests for professionally administered medications may be initiated:

- By sending a fax to 1-888-447-3430 (request forms are available at [Humana.com/medpa](#))
- By calling 1-866-461-7273 (available Monday through Friday, 6 a.m. to 8 p.m. Eastern time)

Except where noted, preauthorization requests for pharmacy medications may be initiated:

- Logging into [www.CoverMyMeds.com/epa/Humana](#)
- By sending a fax to 1-877-486-2621 using [KY Medicaid Fax Form](#)
- Call Humana Pharmacy Clinical Review (HCPR) at 1-800-555-CLIN (1-800-555-2546)

Submitting pharmacy claims

Starting Jan. 1, 2020, Humana Pharmacy Solutions began managing the pharmacy network for Humana's Medicaid managed care plan in Kentucky. See the notification for updates.

[Notification for pharmacy claims submission](#)

Medicaid/Medicare

Medicaid/Medicare →

Medicare Advantage materials →


Florida Medicaid →

Florida long-term care →

Illinois Medicaid →

Kentucky Medicaid

Back to top ↑



Claims & payments
Authorization & Referrals

Join our Network
News & Publications

Humana.com
Employers

About Humana
Contact Us

Other Humana Sites ▾ Contact us Español

Humana Medical Resources ▾ Pharmacy Resources ▾ Dentist Resources ▾ I want to... Sign in

Home / Humana for Healthcare Providers / Medical resources / Medicare and Medicaid information / Kentucky Medicaid

Kentucky Medicaid

Humana contracted with the Kentucky Cabinet for Health and Family Services to provide services to Medicaid enrollees through Humana Health Plan. Medicaid provides healthcare coverage for income-eligible children, seniors, disabled adults, pregnant women and other eligible adults. It is funded by both the state and federal governments.

Provider Documents	Provider communications	Provider training materials
<h2>Annual compliance training materials for healthcare providers</h2> <p>The Centers for Medicare & Medicaid Services (CMS) and state Medicaid contracts mandate that all Humana-contracted physicians and other healthcare providers complete compliance program requirements. Healthcare providers can complete this requirement online at the Availity Web Portal (registration required). Please refer to the following for more information:</p> <p>Compliance Requirements for Healthcare Providers – Frequently Asked Questions and Answers</p> <p>How to Complete the Training Requirements via Availity.com</p> <p>Compliance requirements for healthcare providers who are unable to register online</p> <h2>Additional training for Kentucky Medicaid Providers</h2> <p>KY Medicaid Orientation and Training Module</p>		

Medicaid/Medicare

Medicaid/Medicare →

Medicare Advantage materials →

Florida Medicaid →

Florida long-term care →

Illinois Medicaid →

Kentucky Medicaid

[Back to top](#) ↑

	Claims & payments	Join our Network	Humana.com	About Humana
	Authorization & Referrals	News & Publications	Employers	Contact Us
	Pharmacy Prior Authorizations	Humana Drug Lists	Agents & Brokers	Careers
	Clinical Guidelines	Dentist Resources	Providers	Investor Relations
	Value-based Care	Contact Us	Caregivers	Corporate Responsibility

Medical Resources for Healthcare Providers

Medical Resources | Pharmacy Resources | Dentist Resources

Home / Humana for Healthcare Providers / Medical resources

Medical resources

Start here to find key information, resources, forms and tools.

Key resources

- [Preauthorizations/referrals →](#)
- [Claims resources →](#)
- [Claims processing edits →](#)
- [Claims payment policies →](#)
- [Contact us →](#)
- [Contracting with Humana →](#)
- [Credentialing →](#)
- [EFT/ERA resources →](#)
- [Drugs prior authorization →](#)

Self-service

Save time with quick access to essential information and tools

[Provider self-service portal →](#)

Other resources

Preauthorization and notification lists

Learn about services and medications for which preauthorization may be required for Humana members.

[View lists →](#)

Medicare and Medicaid information

Discover resources for those caring for Humana Medicare, Medicaid and dual Medicare-Medicaid members.

[Access publications →](#)

[Back to top ↑](#)

Other Humana Sites ▼ Contact us Español

Humana Medical Resources ▼ Pharmacy Resources ▼ Dentist Resources ▼ I want to... Search Sign in

[Home](#) / [Humana for Healthcare Providers](#) / [Medical resources](#) / [Provider portal](#)

Provider self-service portal

Humana and the Availity provider portal

To access the most up-to-date tools for working with Humana online, please use the Availity provider portal. With Availity, you can:

- Check patient eligibility and benefits
- Submit or manage authorizations and referrals
- Review claim status
- Submit medical records

As a multipayer portal, Availity allows you to interact securely with Humana and other participating payers without the need to use multiple systems or remember different usernames and passwords for each payer.

How to get started

To request an Availity username and access to specific tools, contact your organization's Availity administrator.

If you do not know your Availity administrator, begin the [online registration form](#).

If an account already exists for your organization's Tax Identification Number, the form results will give you a contact number and customer ID to help identify your administrator.

If your organization does not have an account and you are designated as your organization's administrator, use the [online registration form](#) to set up your account.

To learn more about how to get started with Availity, review [How to register for the Availity provider portal](#).

Training opportunities

Join a Humana e-Business consultant for an overview of the Availity portal and Humana-specific tools.

[View the webinar schedule to sign up for training.](#)

[Back to top](#) ↑

Claims & payments	Join our Network	Humana.com	About Humana
Authorization & Referrals	News & Publications	Employers	Contact Us
Pharmacy Prior Authorizations	Humana Drug Lists	Agents & Brokers	Careers
Clinical Guidelines	Dentist Resources	Providers	Investor Relations
Value-based Care	Contact Us	Caregivers	Corporate Responsibility

https://www.humana.com/provider/pharmacy-resources/tools/humana-drug-lists

Humana Drug List

File Edit View Favorites Tools Help

Convert Select

Other Humana Sites


Contact us Español

Humana Medical Resources Pharmacy Resources Dentist Resources

I want to... Sign in

Home / Humana for Healthcare Providers / Pharmacy resources / Tools and resources / Drug Lists

Humana Drug Lists



2020 formulary changes

Below are links to charts that show some commonly used medications impacted by Humana commercial and Medicare formulary changes in 2020 (e.g., prior authorization [PA] requirements, step therapy [ST] modifications and nonformulary [NF] changes). Humana members are asked to talk to their physicians or other healthcare professionals about possible alternatives.

Medicare formulary changes	High-risk medication updates	Medications seniors should avoid
<p>Below are links to formularies containing some commonly used medications that will be impacted by Humana Medicare formulary changes in 2020. Top drug changes by formulary include:</p> <p>2020 Humana Puerto Rico formulary changes</p> <p>Humana Basic Rx Plan formulary changes</p> <p>Humana Premier Rx Plan formulary changes</p> <p>Lean National 5 MAPD formulary changes</p> <p>Super National 5 MAPD formulary changes</p> <p>National 6 MAPD CSNP formulary changes</p> <p>Plus 5 formulary changes</p> <p>Plus 6 MAPD CSNP formulary changes</p> <p>Group Medicare Closed formulary changes</p> <p>If healthcare providers have questions regarding these changes, they may call 1-800-457-4708. This line is open Monday through Friday from 8 a.m. to 8 p.m. local time.</p>		

Tools and resources

- Humana Drug Lists
- Generic drugs →
- Medication therapy management program →
- Humana Pharmacy® →
- Humana Specialty Pharmacy® →

Drug guides

Access more formulary-related information for Humana members by reviewing [Humana's list of covered drugs](#).

Medicare: [Drug List for Medicare plans](#)

Commercial: [Drug List for employer plans](#)

Prescriber quick reference guide

This reference guide helps prescribers determine which Humana medication resource to contact for prior authorization, step therapy, quantity limits, medication exceptions, appeals, precertification and claims. It also provides applicable phone, fax and web contact information.

[Prescriber quick reference guide](#)

Attachment I.C.17.c-1 Provider Website Screenshots

Browser: <https://www.humana.com/individual-and-family-support/providers>

Other Humana sites ▼ Help Español

Humana Ask Humana Sign In

Medicare ▼ Insurance ▼ Prevention and Care ▼ Member Resources ▼

Support > Your Health Providers

> New To Humana
 > Payments and Claims
 ▼ **Your Health Providers**
 > Pharmacy
 > Affordable Care Act
 > Contact Humana
 > Member Resources
 > Managing Your Costs
 > Become A Member
 > Tools & Resources
 > Why Choose Humana

Your health providers

Learn more about the provider networks available to you, find answers to your provider questions and search for a doctor based on your needs.

Provider finder

Select a doctor with the requirements that are important to you when you use Humana's Provider Finder tool.

[Search for Humana providers in your network →](#)

Primary care physician/doctor

Having a doctor that is your primary care physician, or PCP, is an important part of living a healthy and happy life. Your PCP is your partner for general health and for sickness and injury. Read on to find answers to your PCP questions.

[Learn more →](#)

Provider network

Your plan includes a group of doctors, hospitals and clinics called a network. This group of healthcare providers has contracted to provide services to Humana members for less than what they typically charge for their services. Learn more about the Humana networks available to you.

[Learn more →](#)

Humana Have questions about individual and family insurance? [Contact us](#)

→ Individual insurance	→ Health and Wellness	→ Membership Benefits	→ About Humana
Medicare Coverage	Caregivers	Health Rewards	Company Profile
Health Insurance	Medicare Programs	Humana Pharmacy	Careers
Dental Insurance	Healthy Living	Find a Doctor	Corporate Responsibility
Vision Insurance		Accessibility Resources	Public Policy
Medicaid		Customer Support	News
Pharmacy			

Physician Finder

File Edit View Favorites Tools Help

Convert Select

For Individuals & Families For Employers For Agents & Brokers For Providers

Investor Relations Customer Support Español

Individuals & Families Medicare Insurance Through Your Employer

Search

Find a doctor

Search type

Medical Go

Search by Humana plan or member ID

Select a network or use your member identification card. If you've registered on our website, sign in to your account for better results.

Just Looking Member ID

Use this option if you are not a member or you do not have your ID card.

* Required

- * Coverage type
 - ☐ Insurance through your employer
 - ☐ Medicare or Medicare-Medicaid
 - ☒ Medicaid
- * ZIP code

Many doctors have more than one office. However, not all of the doctors' offices may be in our network. If you don't see an office address on this list, the doctor may not be in-network at that location. If you have questions, call Humana at the Customer Service number on the back of your Humana member ID card for network details.

Clinical effectiveness and cost-efficiency results are displayed for a subset of physicians. Absence of content indicates that the provider is out of scope for performance evaluation. For a full listing of provider types and specialties evaluated, please visit [humana.com/carehighlight](https://www.humana.com/carehighlight).

The primary focus of these ratings is transparency and should only be used as a guide when choosing care. Patients are encouraged to consider all relevant information and to consult with their treating physician when selecting a specialist.

Commercial employer group PPO networks offered in Texas are Limited Hospital Care Networks.

If you need a mental health provider, please call the Customer Service number on the back of your Humana member ID card.

Where indicated, the physicians are board certified through the American Board of Medical Specialties (ABMS) for the specialties shown.

If searching for an organ or stem cell transplant provider, please call our toll-free number for support: 1-866-421-5663. If you use a TTY, call 711. Our hours are Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Please note, any information listed under a provider's practice focus has been supplied by the provider and has not been validated.

Humana is a Medicare Advantage HMO, PPO and PFFS organization and a stand-alone prescription drug plan with a Medicare contract. Enrollment in any Humana plan depends on contract renewal.

Other providers are available in our network.

Some plans require you to obtain a referral from your Primary Care Provider (PCP), or prior authorization from the plan, before receiving certain services. Please refer to your benefit plan information for any referral or authorization requirements.

The screenshot shows the Availity provider website dashboard. The top navigation bar includes links for Home, Notifications (1), My Favorites, Kentucky, Help & Training, Sandra's Account, and Logout. Below the navigation bar is a menu with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right. The main content area features a Notification Center with a message about Florida Blue provider directory verification. Below this is a section for My Top Applications with icons for Claim Status (New), Enrollments Center, Remittance Viewer, and ERA Enrollment. A News and Announcements section at the bottom states "You're all caught up for now." On the right, a My Account Dashboard shows user information for Sandra Strawberry, Billing/Billing Specialist, and links to various account management tools.

The screenshot shows the Humana provider website dashboard. The top navigation bar includes links for Home, Notifications (1), My Favorites, Kentucky, Help & Training, Sandra's Account, DEMOONLY, and Logout. Below the navigation bar is a menu with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right. The main content area features a large banner for Humana with the text "Check authorization status fast... with Humana's Authorization Management app." Below the banner is a section for Applications, Resources (1), and News and Announcements. A "Sort by" dropdown menu is set to A-Z. Below this, there are three tabs: Authorization Management, Clinical Quality and Cost-, and Credentialing Status.

The screenshot shows the Availity provider website dashboard with a dropdown menu open. The top navigation bar includes links for Home, Notifications (1), My Favorites, Kentucky, Help & Training, Sandra's Account, and Logout. Below the navigation bar is a menu with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right. The main content area features a Notification Center with a message about Florida Blue provider directory verification. Below this is a section for My Top Applications with icons for Claim Status (New), Enrollments Center, Remittance Viewer, and ERA Enrollment. A News and Announcements section at the bottom states "You're all caught up for now." On the right, a My Account Dashboard shows user information for Sandra Strawberry, Billing/Billing Specialist, and links to various account management tools. The dropdown menu is open, showing options for Eligibility and Benefits Inquiry, Authorizations & Referrals, and Patient Care Summary Inquiry. A feedback survey is also visible, asking "Tell us what you think." with smiley, neutral, and frowny face icons.

Availity Home Notifications 1 My Favorites Kentucky Help & Training Sandra's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

Search My Patients Only TEST - Demo Org - P... New Request

AVAILITY, SOPHIA M Home Health Visits
Transaction Date: Sep 09 3:38 pm
Date of Service: Sep 09, 2018
Member ID
Payer: HUMANA
DOB:
Edit Delete

AVAILITY, JUAN Ambulatory Service Center Facility
Transaction Date: Sep 09 3:37 pm

AVAILITY, SOPHIA M Ambulatory Service Center Facility
Transaction Date: Sep 09 3:37 pm

Date of Service Sep 09, 2018 Transaction ID: Transaction Date: Sep 09 3:38 pm Customer ID:

AVAILITY, SOPHIA M Subscriber
Member ID
Plan / Coverage Date Jan 28, 2010
DOB
Gender Female

Humana. Patient Cost Estimator Patient Care Summary
Member Summary Assessment & Care Plan Certificate of Coverage

Patient Information Coverage and Benefits Care Reminders 3

Either the patient's ID, name, date of birth, or address in the response does not match the information sent in the request. The response reflects the correct information. To avoid future errors in submission, please update this information in your computer system.

Subscriber Information
Member ID ABC123456

Patient Information Coverage and Benefits Care Reminders 3

Health Benefit Plan Coverage - 30
Active Coverage Individual
Insurance Type Preferred Provider Organization (PPO)
Plan / Product STANDARD Secondary
Eligibility Date Apr 15, 1999 - Dec 31, 9999
Active Coverage
Plan / Product STANDARD

Additional Payers - Health Benefit Plan Coverage
Payer Primary Over 65
Insurance Type Medicare Part A
Group Number
Payer Primary Over 65
Insurance Type Medicare Part B
Group Number

Co-Insurance - Health Benefit Plan Coverage
In Network 15 %
Plan / Product STANDARD
Plan / Product STANDARD 35 %
NETWORK NOT SPECIFIED
PLUS ANY DIFFERENCE BETWEEN ALLOWED AND BILLED AMOUNTS

My Providers PDM Provider Data Management 9/17/201
EE Express Entry
EC Enrollments Center Take Action 9/16/201
Take Action 9/15/201

Applications Resources 1 News and Announcements Sort by A-Z

Authorization Management
Manage patient authorizations and referrals; search, view details, and update.

Credentialing Status
If you're a Contracted Medical Provider, check your credentialing status here.

Documentation and Coding Review Results
Review Dx codes that have been added or removed based on medical record review.

Fee Schedule Inquiry
Retrieve contracted price information for patient services you perform.

Humana Care Profile
View a member's Care Plans and Assessments

Medical Records Management
Share medical records information between healthcare providers and Humana.

Next

The screenshot displays the Availity provider website dashboard. The top navigation bar includes the Availity logo, Home, Notifications (2), My Favorites, Kentucky, Help & Training, Sandra's Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments (selected), My Providers, Reporting, Payer Spaces, and More. A Keyword Search bar is located on the right of this navigation bar.

The main content area is divided into three columns:

- Notification Center:** Contains a notification about Florida Blue providers submitting for 2018 and a section for errors in provider services.
- Claim Status & Payments:** Lists tools for Claim Status Inquiry, Claim Status and Remittance Inquiry, Remittance Viewer, and Claim Reconciliation Tool.
- Claims:** Lists tools for Professional Claim, Facility Claim, Dental Claim, and Medical Attachments.
- Manage File Transfers:** Lists tools for Send and Receive EDI Files, File Restore, EDI Reporting Preferences, and FTP and EDI Connection Services.

Below the main content area is a section titled "My Top Applications" which features four large tiles: CS (Claim Status (New)), EC (Enrollments Center), RV (Remittance Viewer), and ERA (ERA Enrollment).