Thank you for calling Humana, I am Michael, a new conversational virtual agent trained to help you with Eligibility, Benefit, Authorization, Referrals, and Claim inquiries. You can say things like general benefits, or even more specific benefits such as therapies, lab, MRI, hospital, and radiology. Calls are recorded for quality assurance.

How may I help you?

All benefits and payments are subject to the enrollee's eligibility at the time services are rendered, and claims received or benefit changes made within the past 30 days may not be reflected in this information.

Opt out to Call Center can occur at any time throughout the flow starting at this point by saying “Representative” or similar phrasing or not being able to verify information.

Are you calling as a provider, enrollee, agent, broker or employer?

- **OTHER**
  - Transfer to appropriate number
- **PROVIDER**
  - Tax ID or NPI Entry

Sorry, I couldn’t verify your Tax ID.

Tax ID located?

- **NO**
  - Tax ID or NPI Entry
  - Transfer to appropriate number
- **YES**
  - Enrollee ID
  - Enrollee Date of Birth

Interactive Main Menu: Voice command system responds to caller's request; routes to appropriate department

- **B** Eligibility
- **C** Benefits
- **D** Authorization Referral
- **E** Claims
  - Medical after hours calls route to the Medical advice line.
  - Behavioral health after hours calls route to Behavioral Health Crisis line
Eligibility Process

B

Present Coverage
Past & Present Coverage
Future & Present Coverage
Future Coverage
No Coverage

Date of Service?

OUTSIDE OF RANGE

This enrollee does not have coverage for that date of service

WITHIN RANGE

Would you like present coverage information?

YES

Coverage start and / or end date(s)

NO

Plan Type

Is there anything else I can assist with?

This enrollee does not have coverage for that date of service
C. Benefit Process

Would you like general benefits or a more specific service benefit such as therapy, x-ray or chiropractic?

Par or Non-Par Status?

Benefit Intent Capture

Specific Benefit

General Benefit

Par or Non-Par Status?

PAR:
Thank you for being a participating provider

NON-PAR:
I see you are a non participating provider for this enrollee

UNDETERMINED:
Would you like in network, out of network or both?

Would you prefer I read or fax the benefits to you or both?

READ
BOTH

FAX

READ

BOTH

Faxes

Benefits

Capture Fax Number

Reads Benefits

Is there anything else I can assist with?
Attachment I.C.17.b-1 Provider Automated Information Line Flow

Authorization / Referral Process

STATUS REQUEST:
- Would you like status on an existing request, to update a request or start a new request?
- Authorization Referral Intent Capture
  - Capture authorization referral number
  - Transfer to Clinical Call Center for further assistance

UPDATE REQUEST:
- Capture authorization referral number
  - Transfer to Clinical Call Center for further assistance

NEW REQUEST:
- Capture authorization referral number
  - Complete Request?
    - YES
      - Provide authorization referral number
    - NO
      - Transfer to Clinical Call Center for further assistance

READ
- Reads authorization referral status
- Reads authorization referral status
- Faxes authorization referral details
- Faxes authorization referral details

FAX
- Capture Fax Number
- Capture Fax Number

BOTH
- Would you prefer I read or fax the status to you or both?
- Would you prefer I read or fax the status to you or both?

Is there anything else I can assist with?
Attachment I.C.17.b-1 Provider Automated Information Line Flow

A

Claims Process

Would you like to search claims by a date or service or a list of claims?

Claim Intent Capture

Date of Service

List of Claims

Date of Service

Would you prefer I read or fax the claim details to you or both?

READ

READ

FAX

BOTH

BOTH

FAX

READ

Capture Fax Number

Faxes claim details

Is there anything else I can assist with?

READ

BOTH

FAX

Would you prefer I read or fax the claim details to you or both?

READ

BOTH

FAX

Would you like to search claims by a date or service or a list of claims?