

Humana claim payment inquiry resolution guide

To simplify claim payment inquiries, Humana has worked to clarify its process and to ensure that you have the support you need.

- See this page, below, for information about making claim-payment inquiries and disputing determinations.
- See Page 2 for a description of Humana's Provider Payment Integrity (PPI) team's inquiry and escalation processes.
- See Page 3 for contact information pertaining to PPI inquiries and grievances and appeals.
- See Page 4 for tools that can help you improve coding accuracy.

How to make a claim payment inquiry

1. Call Humana's provider call center at 1-800-448-6262. Our representatives are trained to answer many of your claims questions and can initiate contact with other Humana departments when further review or research is needed.
 - a. Note the reference number issued to you by the provider call center representative, as it may be needed in the future.
 - b. If your issue is still outstanding and has not been addressed by the call center representative, you have the option to speak to a provider call center supervisor. Based on availability, you will be connected to a supervisor, or a supervisor will contact you within 48 hours of your request.
 - c. In some situations, the call center representative will route your issue to an internal team at Humana. If this occurs, you will receive a letter or updated explanation of remittance from the Humana department that completes the additional review/research. Most inquiries receive a response in 30 to 45 days. Please allow us time to properly research and resolve your inquiry before contacting us again.
2. Once you have received our response to your initial inquiry, if you disagree with our determination and would like to dispute it, you may escalate your concern by sending a secure email to **humanaproviderservices@humana.com**. Be sure to include:
 - a. Reference number(s) associated with previous attempt(s) to resolve the inquiry (referenced in 1a above)
 - b. The healthcare provider's name and tax ID number
 - c. The Humana member's Humana ID number and the member's relationship to the patient
 - d. The date of service, claim number and name of the provider of the services
 - e. The charge amount, actual payment amount, expected payment amount and a description of the basis for the contestation
 - f. Contact information for our response
3. Look for an "Acknowledgment of Submission" email with a tracking number within five business days of your submission. Please allow 30 to 45 days from the date of the acknowledgment notice for our response.

Humana Provider Payment Integrity general inquiries and escalation process

Follow the guidance below to submit Provider Payment Integrity (PPI) inquiries about medical record review disputes and other concerns, such as recoupment due to overpayments, financial recovery reviews, other disputes and medical record requests; or to escalate a PPI-related concern.

To submit a medical record review dispute, please read the associated policy and access the form at [Humana.com/ppidispute](https://www.humana.com/ppidispute).

For all other initial PPI inquiries, you have several options to contact us:

- Call 1-800-438-7885, Monday through Friday, 8 a.m. to 5 p.m. Eastern time, and a representative will be available to answer your questions
- Call and leave a secure voicemail at 1-800-438-7885 any time of the day
- Email us at ContactPPI@Humana.com

Please include the following when leaving a voicemail or sending an email. We will research your questions and respond to you within three business days.

- Patient name
- Humana member or subscriber ID number
- Date(s) of service
- Claim number
- Recovery identification number
- Reason for your inquiry
- Contact name, email, mailing address, phone number and best time to call
- Your preferred method of response

A Humana PPI customer care representative will research your question and respond within three business days. Be sure to note the reference number provided by the representative, and refer to it if you need to contact us again regarding the same topic.

Escalation process

If you feel the response to your inquiry was unsatisfactory or did not resolve your concern, you may escalate your PPI concern by sending a secure email to HelpPPI@Humana.com. Please note:

- The subject line of your email should have the reference number(s) associated with the previous attempt(s) to resolve the inquiry.
- The email body should include the required information listed above, plus:
 - The healthcare provider's name
 - The provider's tax ID
 - The charge amount, actual payment amount and expected payment amount
 - A description of the basis for the dispute

You will receive an "Acknowledgment of Submission" email within three business days. Please allow seven business days for review and response to your inquiry.

Points of contact for inquiries and appeals

To submit requested medical records in response to Provider Payment Integrity requests

Our preferred means for receiving medical records is via the medical record management (MRM) tool on the Availity Provider Portal. Please note that you must register for the portal, at [Availity.com](https://www.availity.com), before you can use the tool.

To submit records through Availity:

1. Log into Availity and select the Humana tile under Payer Spaces.
2. Select “Medical Records Management” under the Applications tab to launch the tool.

You also can submit records through the mail, using these addresses.

Humana Medical Records Management
P.O. Box 14465
Lexington, KY 40512
Fax: 1-866-305-6655

For overnight medical record submissions:

Humana Inc.
Attn: MRM Unit Humana SBU
2432 Fortune Drive, Suite 200
Lexington, KY 40509

To submit grievances and appeals

Nonparticipating healthcare providers can submit grievances and appeals via these methods:

Medicare

Humana Grievance and Appeal
P.O. Box 14165
Lexington, KY 40512-4165

Expedited fax: 1-800-949-2961

Medicaid/dual Medicare-Medicaid/commercial

Humana Grievance and Appeal
P.O. Box 14546
Lexington, KY 40512-4546

Medicaid/duals expedited fax

1-855-336-6220

Commercial standard fax

1-888-556-2128

Commercial expedited fax

1-513-826-2089

To dispute medical record review findings

Please submit medical record review disputes to this address:

Humana Financial Recovery, Disputes
P.O. Box 14279
Lexington, KY 40512
Fax: 1-888-815-8912

To send a check in response to an overpayment request letter

Please use this address to send Humana a check in response to an overpayment request letter. With the check, please enclose a copy of the PPI overpayment chart included with the refund request letter.

Humana
P.O. Box 931655
Atlanta, GA 31193-1655

Submit code-edit questions and access simulations online

Humana's "Submit code edit questions" tool and Code Edit Simulator are available online through the Availity Provider Portal.

Please note that to use these tools, you will need to register at [Availity.com](https://www.availity.com).

To submit code-edit questions

1. After logging into the Availity Portal, select "More" from the top navigation bar.
2. Under "Claims," select "Research Procedure Code Edits."

To run code-editing simulations

1. After logging into the Availity Portal, select "Payer Spaces" in the top navigation bar, then select "Humana."
2. Under the Applications tab, select "Code Edit Simulator." If you do not see the Code Edit Simulator, contact your Availity administrator to request access.