

Referrals in provider self-service FAQs

Starting December 18, 2023, Humana Military will no longer provide basic referral status information through the call center. Providers must instead use [provider self-service](#) on HumanaMilitary.com or call the automated and interactive self-service phone line at (800) 444-5445. Basic referral details inquiries sent via secure message or chat will also be directed back to self-service methods.

What is considered a basic referral details inquiry?

Basic referral details include details available in self-service like effective dates, number of visits, referral status, expiration dates and type of service.

Can providers still call in to discuss other issues related to referrals?

Yes. Any referral issues or questions outside of the scope of basic referral details will be performed via the call center as normal.

Where can a provider find more information about how to register for a self-service account?

Check out this [guide](#) on creating an account for illustrated steps.

What if a provider has an account, but no longer has the login information?

First, access provider self-service [here](#). Click on forgot user ID or password links to find the information you need.

What type of referral information can be verified in self-service?

Providers can view the patient's effective dates, number of visits, referral status, expiration dates, type of service and details of additional information required.

Are there any known connectivity issues for providers calling from overseas?

Providers and third-party agencies that have overseas Internet Protocol (IP) will not have access to Humana Military's provider self-service, and those referral detail inquiries will continue to be performed via the call center and our automated phone at (800) 444-5445.

Is there another way to find referral details other than provider self-service?

Yes, by using the automated self-service function at (800) 444-5445. Providers must have their Tax Identification Number (TIN) or NPI (National Provider Identifier), and sponsor ID or 11-digit DoD Benefits Number (DBN). These details can also be retrieved using the authorization or order number.

Calls originating outside of the United States will use the exit code of the country they are calling from, and then dial the country code (+1) and (502) 318-9986. Please be advised that this phone number is not toll-free, and users will be responsible for any charges for making the call.

Note: Overseas IP addresses will also be able to use this automated phone function.

Can secure self-service messaging be used to inquire about basic referral details?

No, users will be redirected back to provider self-service or IVR.

Where can providers learn more?

For more information on this topic, visit our on-demand webinar library on HumanaMilitary.com and view the [Referral/Authorization Demonstration](#) webinar.

For more detailed instruction on how to access this information in provider self-service, view the provider self-service features webinar [here](#).