



Provider self-service account guide

East Region

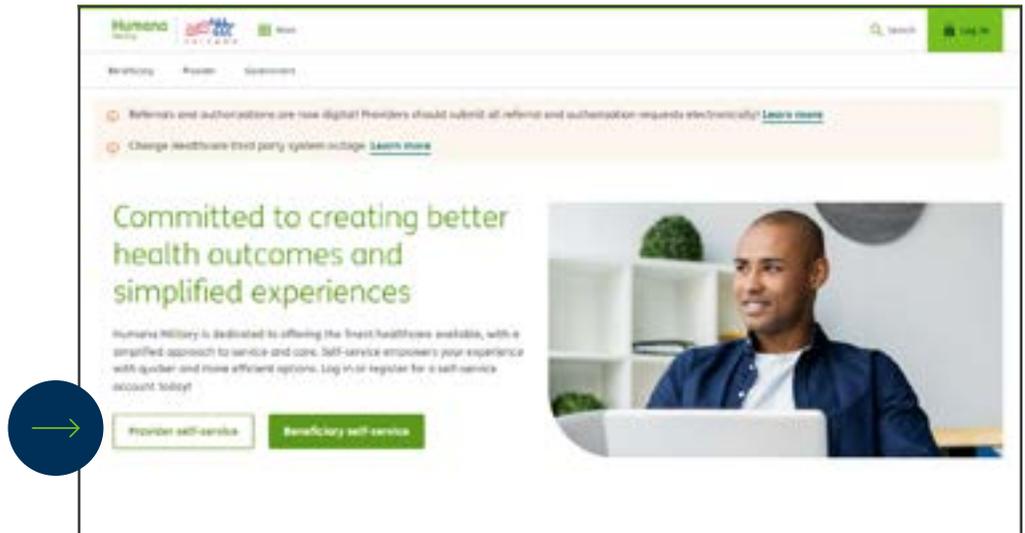


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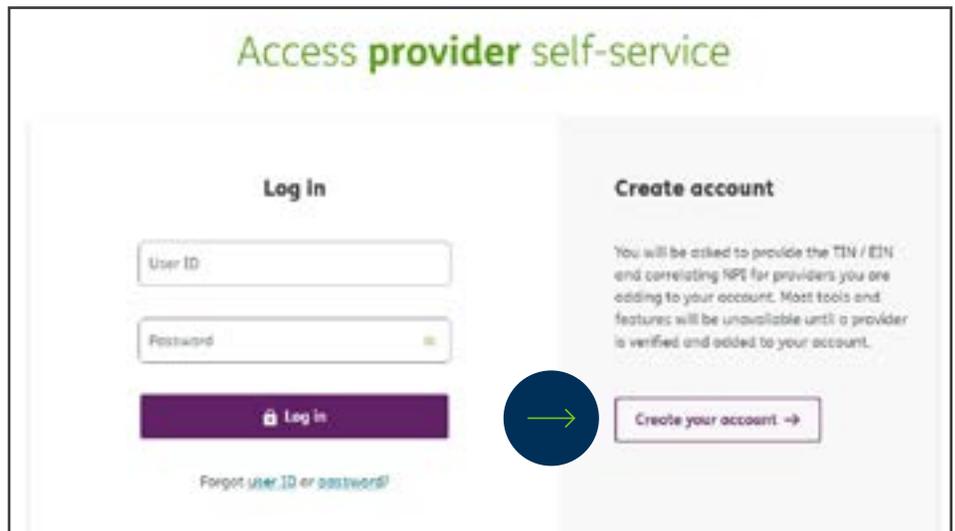
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🏠 Create user ID and password

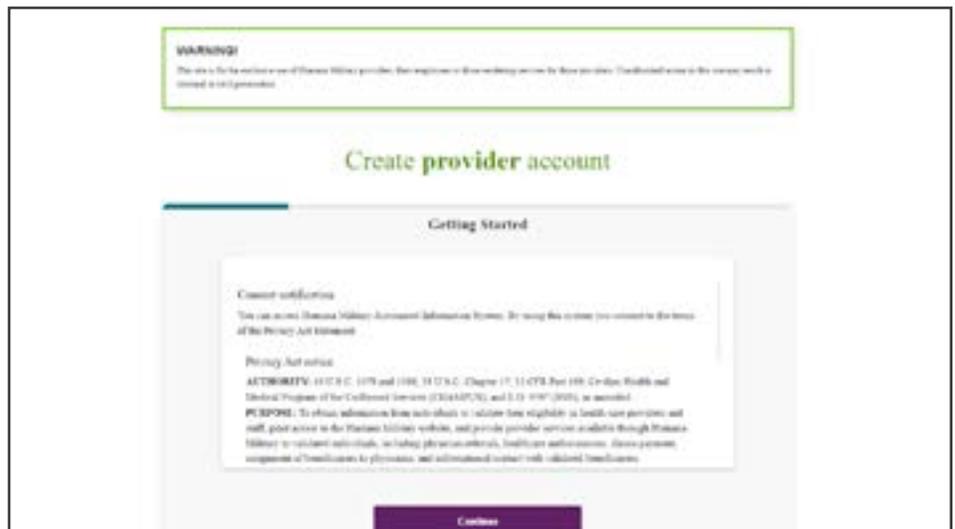
- From the homepage on HumanaMilitary.com, choose **Provider self-service**



- Choose **Create your account** to get started

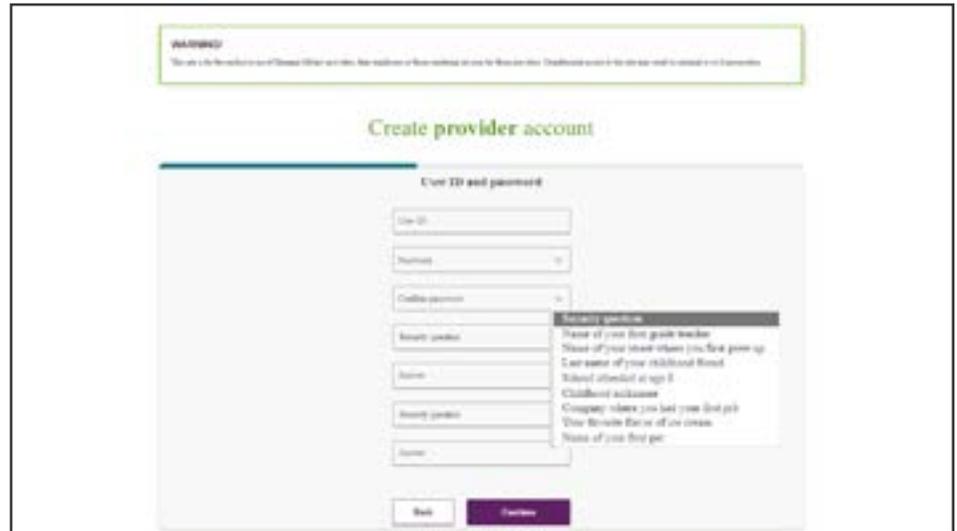


- Review the **Consent notification** and the **Privacy Act notice** and then choose **Continue**



Create user ID and password

- Create a unique **user ID** and **password**
- There are two password questions that must be chosen and answered
- This will allow for an easy password reset if the need arises



The screenshot shows the 'Create provider account' form with the 'User ID and password' section active. A 'WARNING' box at the top states: 'This site is for the exclusive use of Kansas Military providers, their employees or those holding services for those providers. Unauthorized access to this site may result in criminal or civil penalties.' The form fields include: User ID, Password, Confirm password, Answer question (with a dropdown menu open showing options like 'Year of your first grade teacher', 'Year of your first child you first gave up', 'Car make of your childhood friend', 'School attended at age 8', 'Childhood nickname', 'Company where you had your first job', 'Year Nevada State of law passed', 'State of your first job'), Name, Answer question, and Name. 'Back' and 'Continue' buttons are at the bottom.

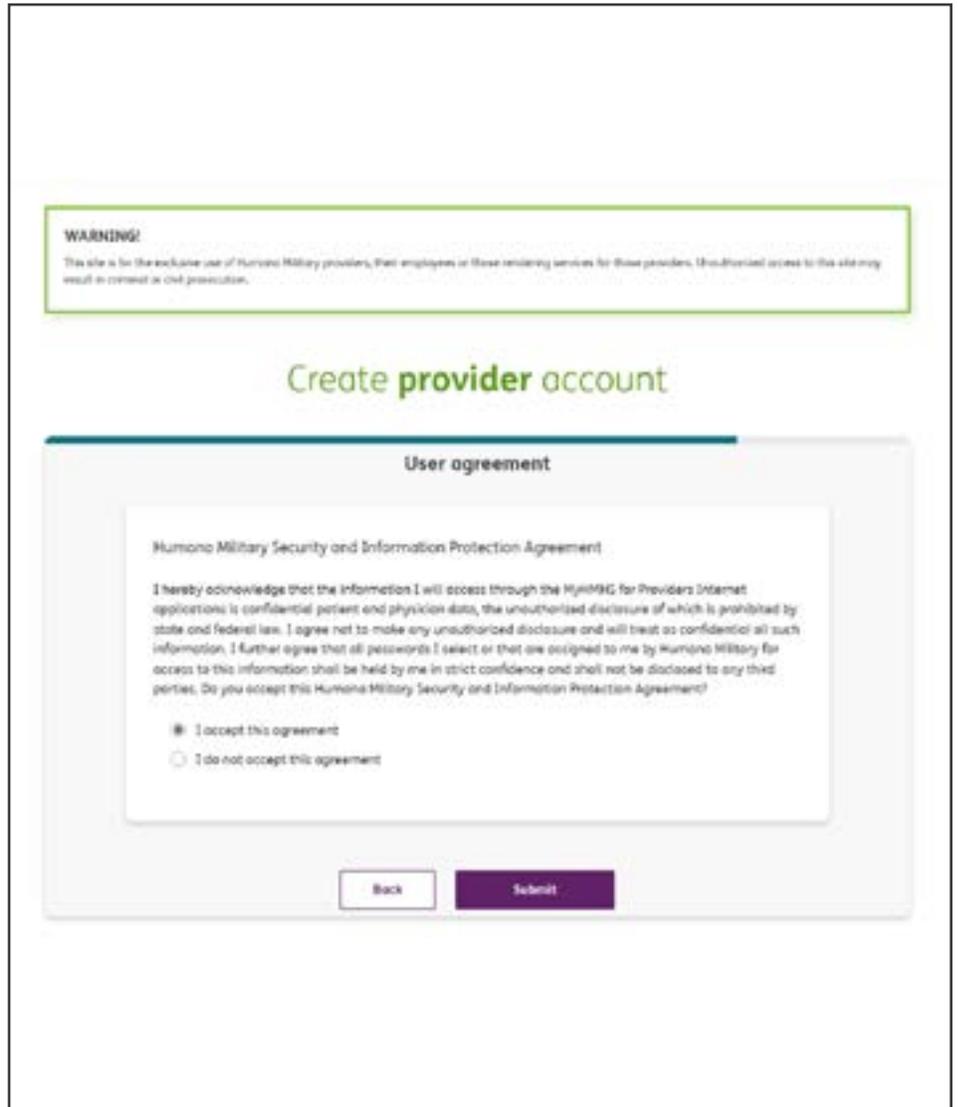
- Each person should create their own account for security purposes



The screenshot shows the 'Create provider account' form with the 'General Information' section active. A 'WARNING' box at the top states: 'This site is for the exclusive use of Kansas Military providers, their employees or those holding services for those providers. Unauthorized access to this site may result in criminal or civil penalties.' The form fields include: First name, Last name, Job title, Email, Confirm email, Work phone, Extension, Work address, State, Zip Code, and Supervisor name. 'Back' and 'Continue' buttons are at the bottom.

Create user ID and password

- Review the **User agreement**, accept and **Submit**



WARNING!
This site is for the exclusive use of Humana Military providers, their employees or those rendering services for those providers. Unauthorized access to this site may result in criminal or civil prosecution.

Create provider account

User agreement

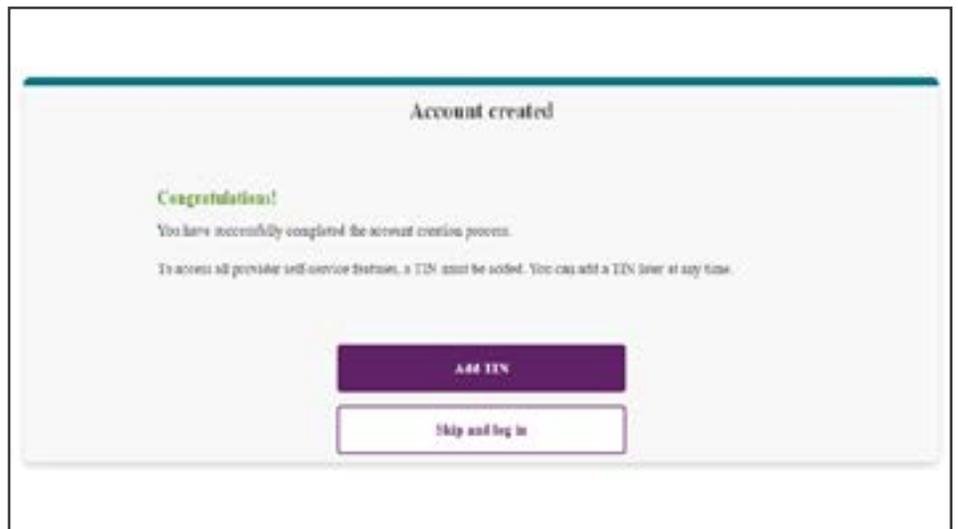
Humana Military Security and Information Protection Agreement

I hereby acknowledge that the information I will access through the Humana Military for Providers Internet applications is confidential patient and physician data, the unauthorized disclosure of which is prohibited by state and federal law. I agree not to make any unauthorized disclosure and will treat as confidential all such information. I further agree that all passwords I select or that are assigned to me by Humana Military for access to this information shall be held by me in strict confidence and shall not be disclosed to any third parties. Do you accept this Humana Military Security and Information Protection Agreement?

I accept this agreement
 I do not accept this agreement

[Back](#) [Submit](#)

- After creating an account, you must **Add TIN** to utilize all the features in provider self-service
- To add TIN later, choose **Skip and log in** to go to your profile



Account created

Congratulations!
You have successfully completed the account creation process.

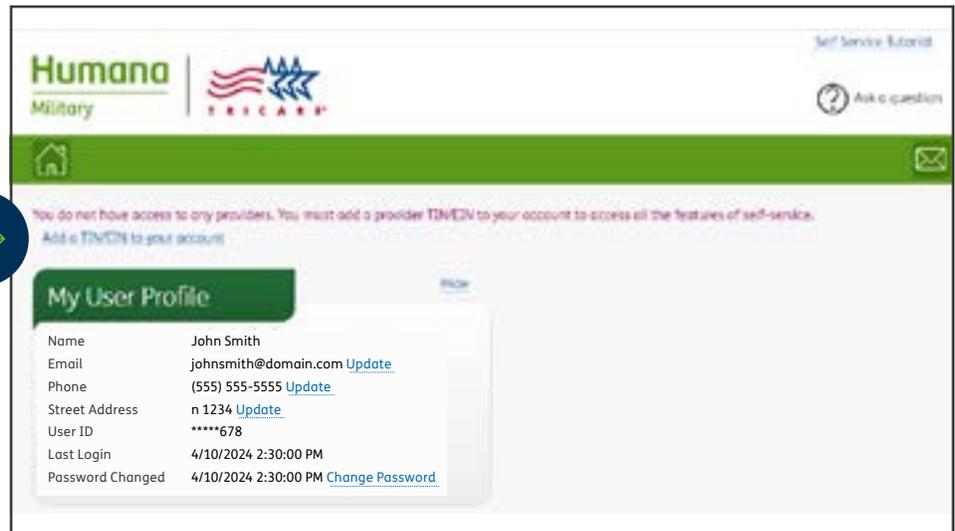
To access all provider self-service features, a TIN must be added. You can add a TIN later at any time.

[Add TIN](#)
[Skip and log in](#)

Add a Tax ID/Employer ID Number (TIN/EIN)

Add a TIN/EIN to the account

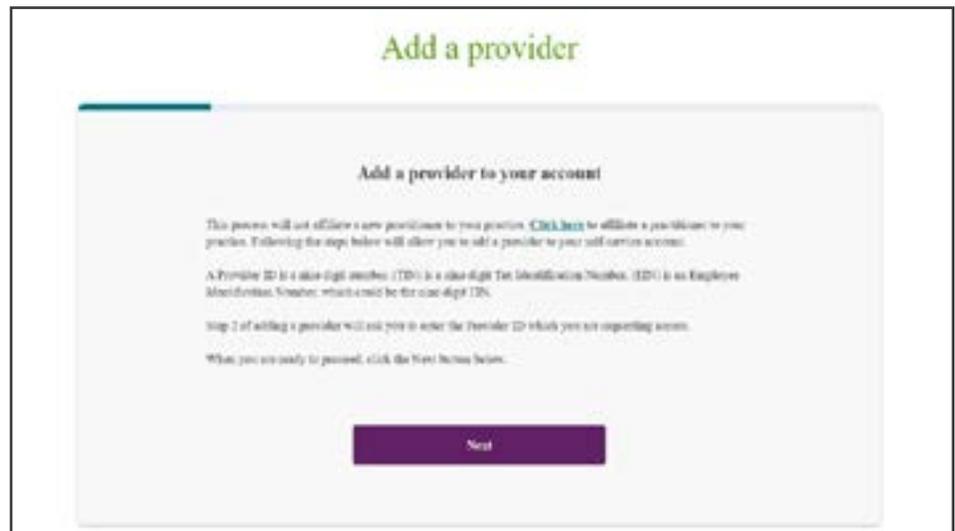
- If you chose to **Skip and log in**, you will be taken to this page
- This will allow you to add a TIN/EIN to your account
- Click the **Add a TIN/EIN to your account** link near the top of the page



The screenshot shows the Humana Military self-service portal. At the top, there are logos for Humana Military and TRICARE. A message states: "You do not have access to any providers. You must add a provider TIN/EIN to your account to access all the features of self-service." Below this is a link: "Add a TIN/EIN to your account". A "My User Profile" box displays the following information:

Name	John Smith
Email	johnsmith@domain.com Update
Phone	(555) 555-5555 Update
Street Address	n 1234 Update
User ID	****678
Last Login	4/10/2024 2:30:00 PM
Password Changed	4/10/2024 2:30:00 PM Change Password

- This page includes TIN/EIN information and how to gain access
- Once you are ready to proceed, click **Next** to continue



The screenshot shows the "Add a provider" page. It includes the following text:

Add a provider to your account

This process will not allow a new permission to your provider. [Click here](#) to update a permission to your provider. Following the steps below will allow you to add a provider to your self-service account.

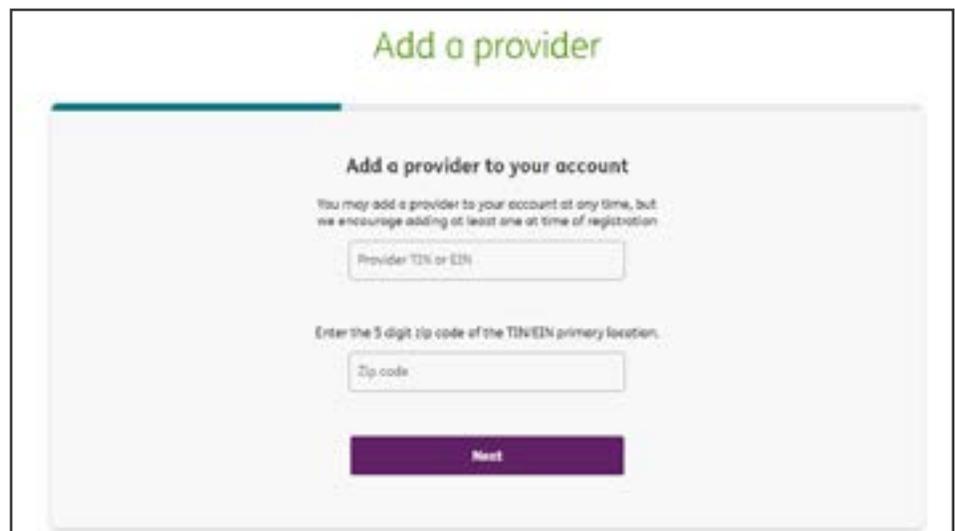
A Provider ID is a nine-digit number. (TIN) is a nine-digit Tax Identification Number. (EIN) is an Employer Identification Number, which must be the same digit TIN.

Step 1 of adding a provider will ask you to enter the Provider ID which you are registering access.

When you are ready to proceed, click the Next button below.

[Next](#)

- Enter the nine-digit **Provider TIN or EIN** with no dashes and enter the **ZIP code** of the TIN/EIN primary location
- **Note:** The TIN/EIN must be TRICARE certified to be accepted



The screenshot shows the "Add a provider" page with input fields. It includes the following text:

Add a provider to your account

You may add a provider to your account at any time, but we encourage adding at least one at time of registration.

Provider TIN or EIN

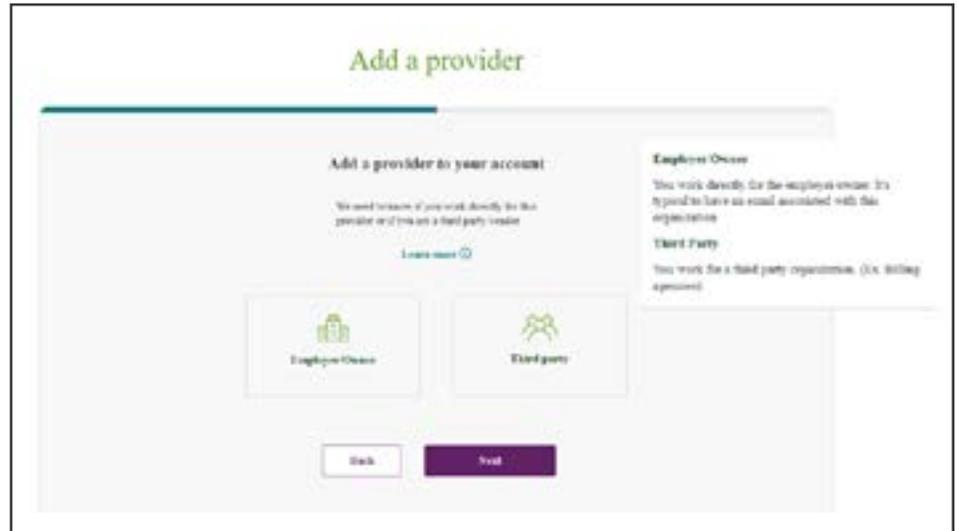
Enter the 5 digit zip code of the TIN/EIN primary location.

Zip code

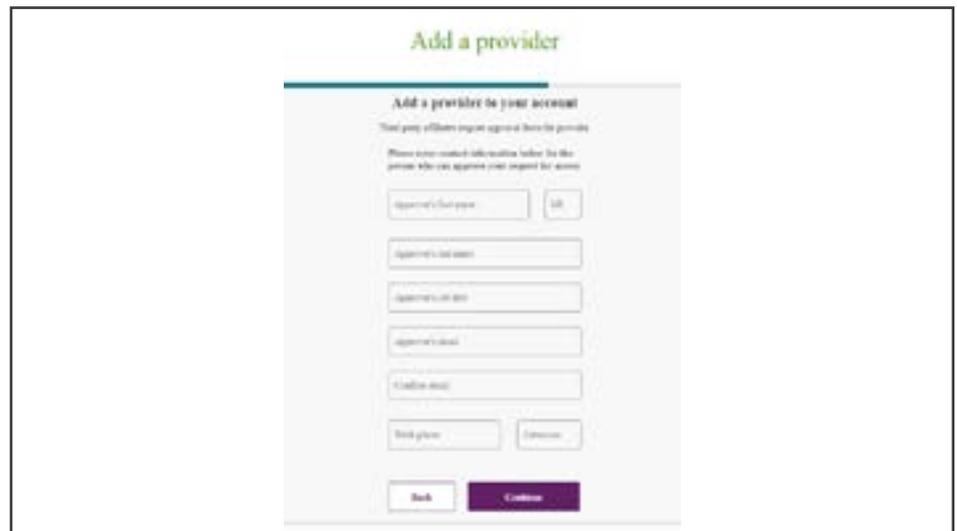
[Next](#)

Add a Tax ID/Employer ID Number (TIN/EIN)

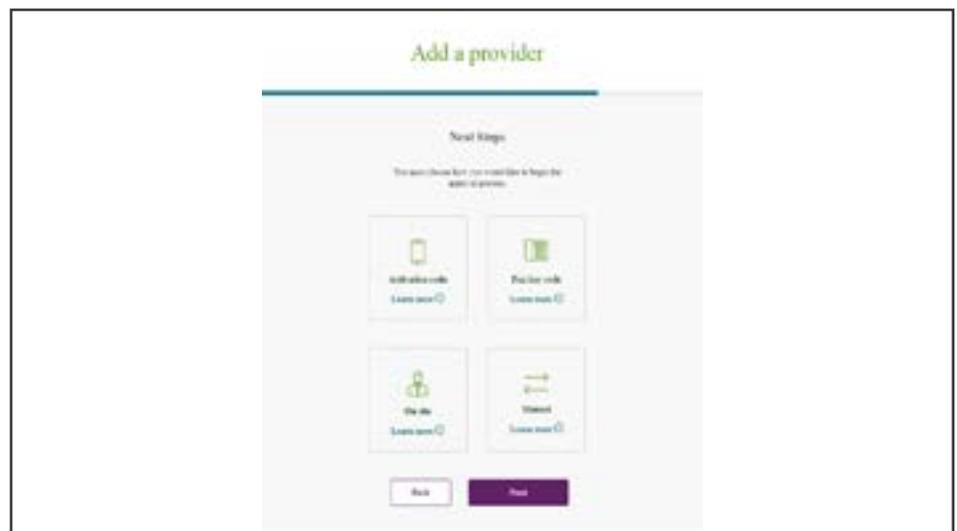
- See the definitions of the two options by hovering over each
- **Choose the option that best defines your role** within this TIN/EIN



- If the **Third Party** option is chosen, we will require the approver's name and contact information
- This page will not appear for **Employee/Owner**

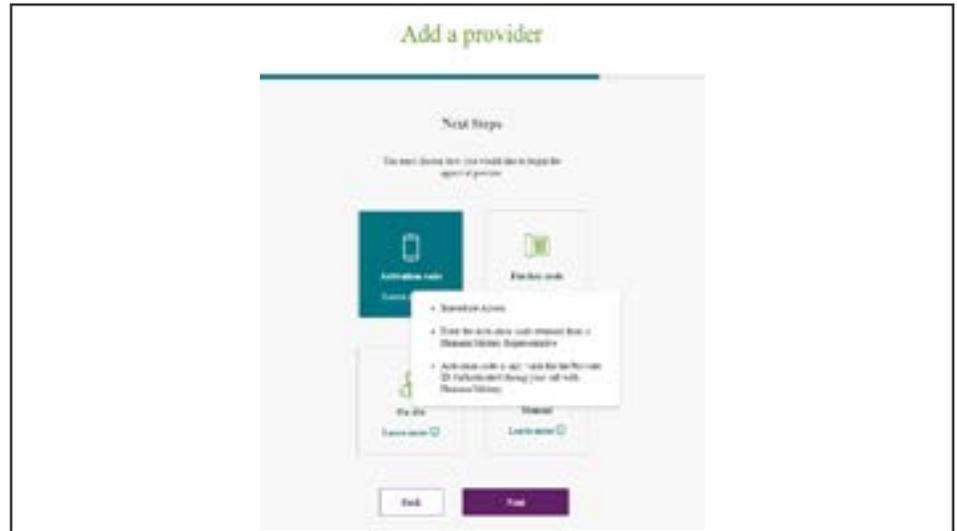


- There are four approval options
- You must choose one
- We will look at each one on the following pages so you can choose the most appropriate option

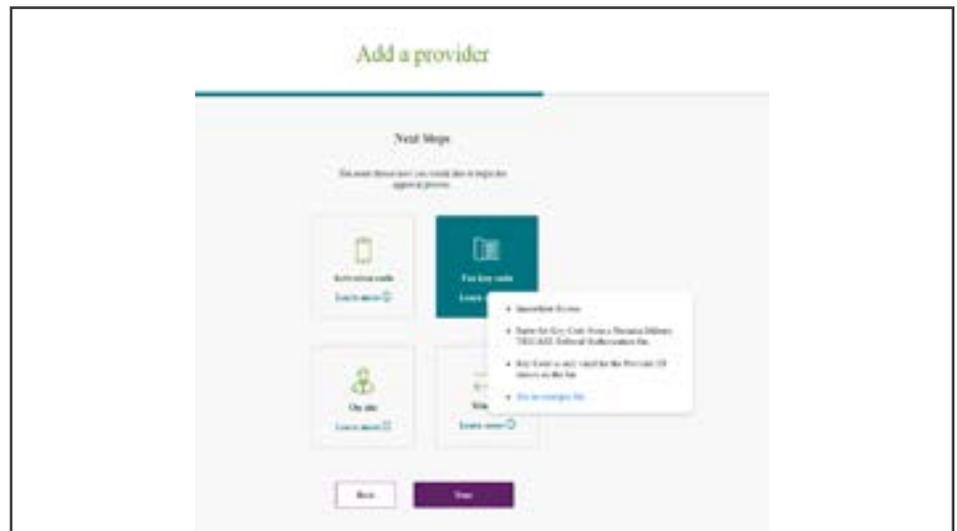


Add a Tax ID/Employer ID Number (TIN/EIN)

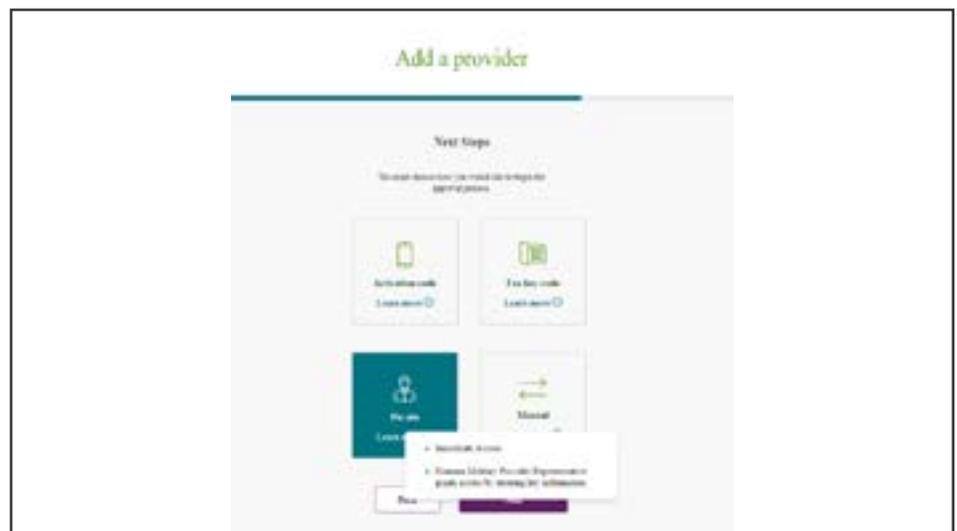
- Immediate access for those on the phone with a Humana Military associate
- **Enter the activation code** on the next page
- Once this is completed, you will have full access



- The **Fax key code** is located on an auto-fax referral or authorization received by Humana Military
- The **auth order number** at the top of the fax and the four-digit key code near the bottom are required
- This information should be entered on the next page
- **Note:** The TIN/EIN you are requesting access to must also be included on the referral or authorization

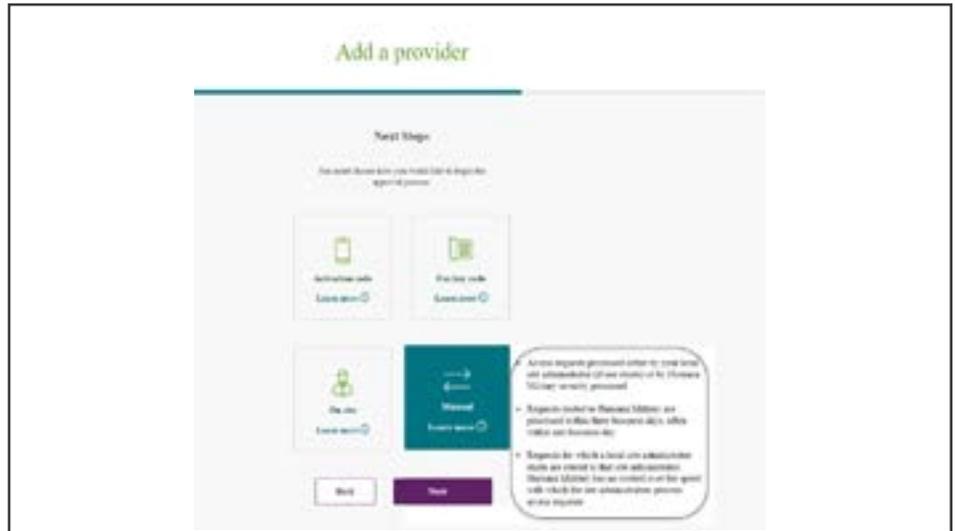


- The on-site option is used by a Humana Military associate who will be in the office with you when you are requesting access
- The associate will enter his/her own key codes to gain immediate access

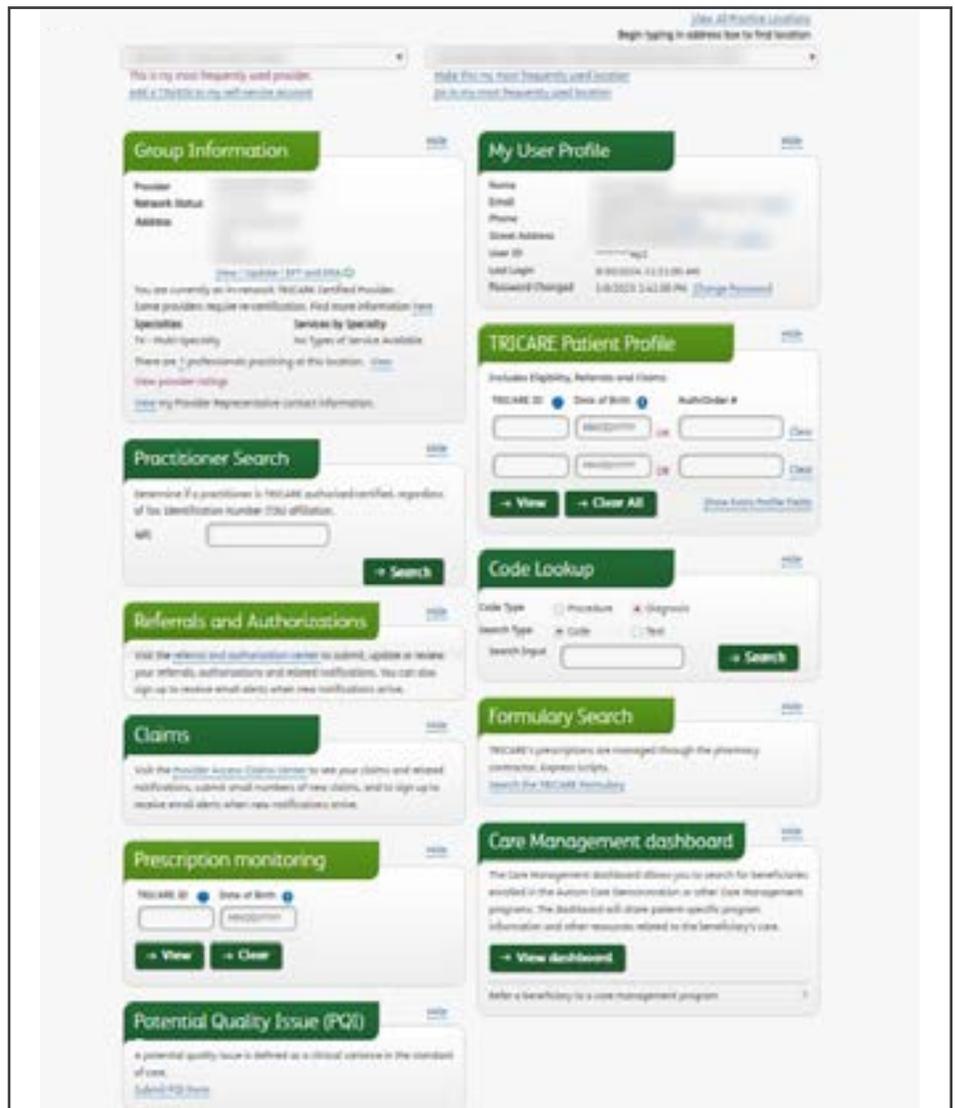


Add a Tax ID/Employer ID Number (TIN/EIN)

- If you do not have an activation code, an auto-fax key code or a Humana Military associate on site, you must **choose the Manual option**
- Your request will be sent to your practice site administrator, if you have one, for approval
- If there is no site administrator, your request will be reviewed by a Humana Military associate for approval
- You will **receive an email when your access is approved**



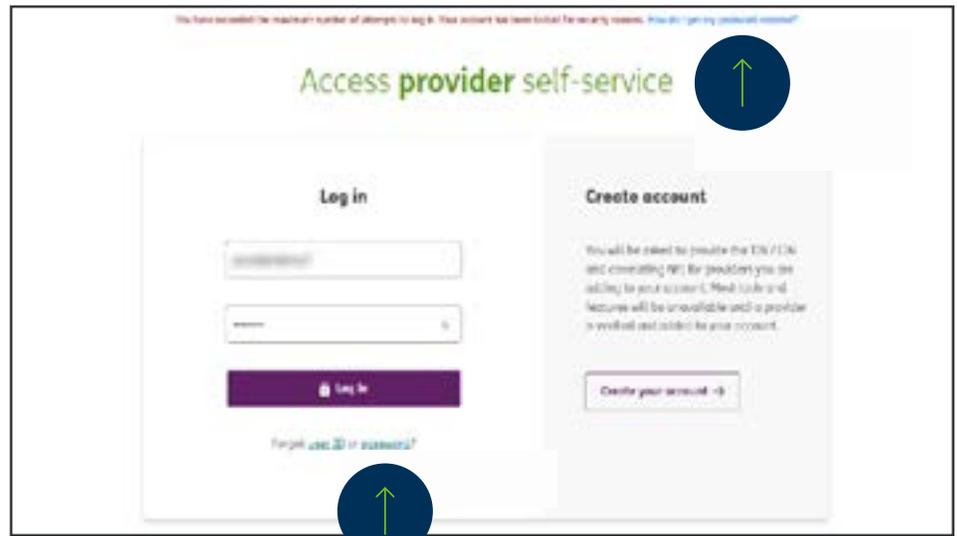
- When your access request has been approved and you log in, you will have access to all features in provider self-service
- **Note:** You may add as many TIN/EINs as needed by repeating this process



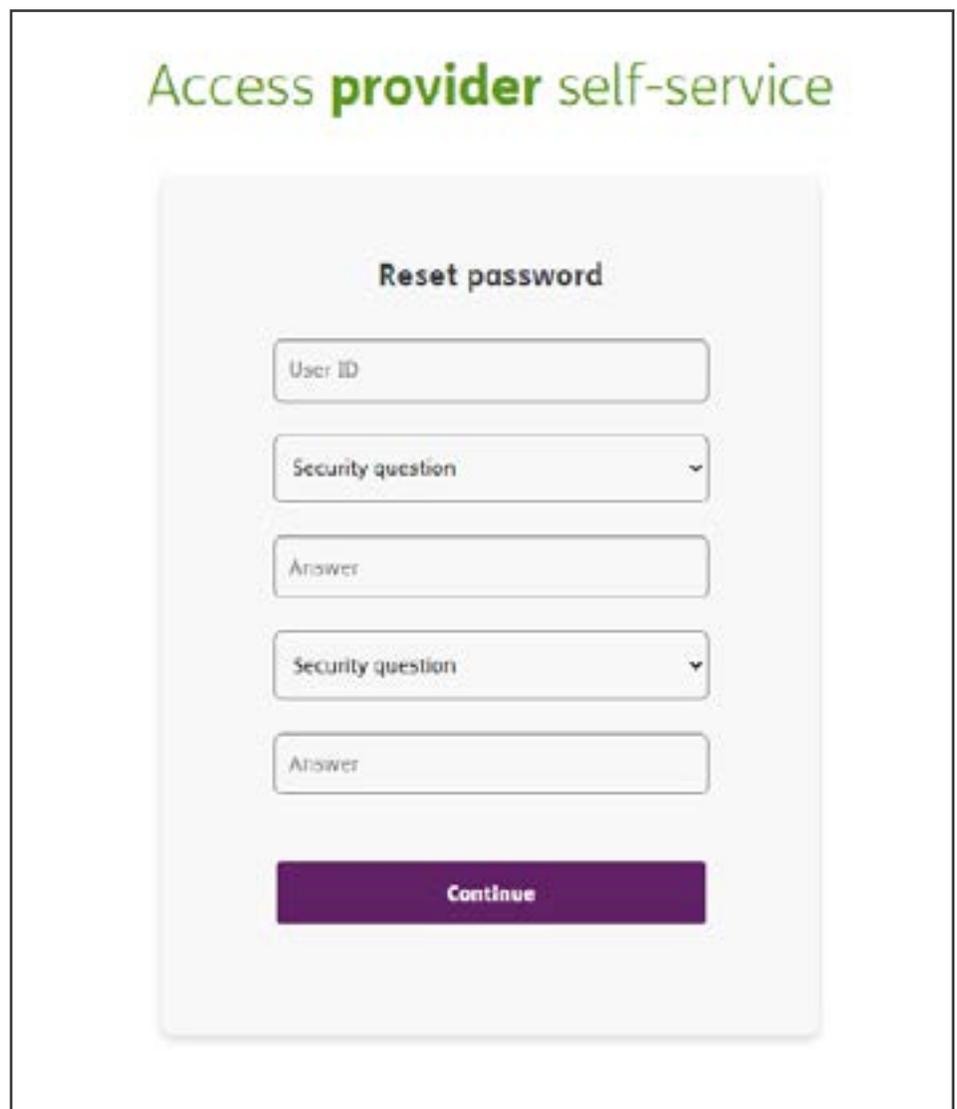
User ID and password reset

Reset password

- You can reset your password two ways:
 - Choose **Forgot user ID or password**, or
 - Enter your password incorrectly three times and you will see the error message at the top with the option: How do I get my password restored?

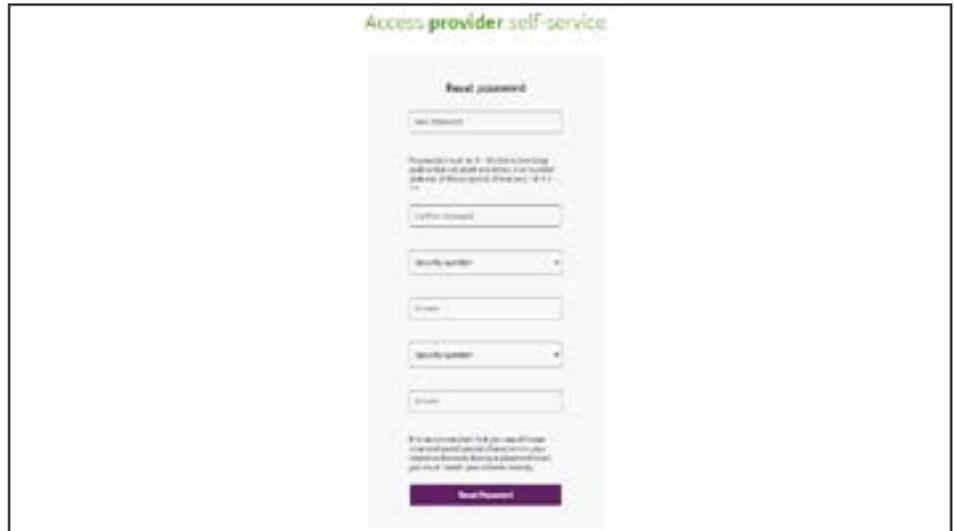


- Correctly **answer the questions** you entered when you created the account



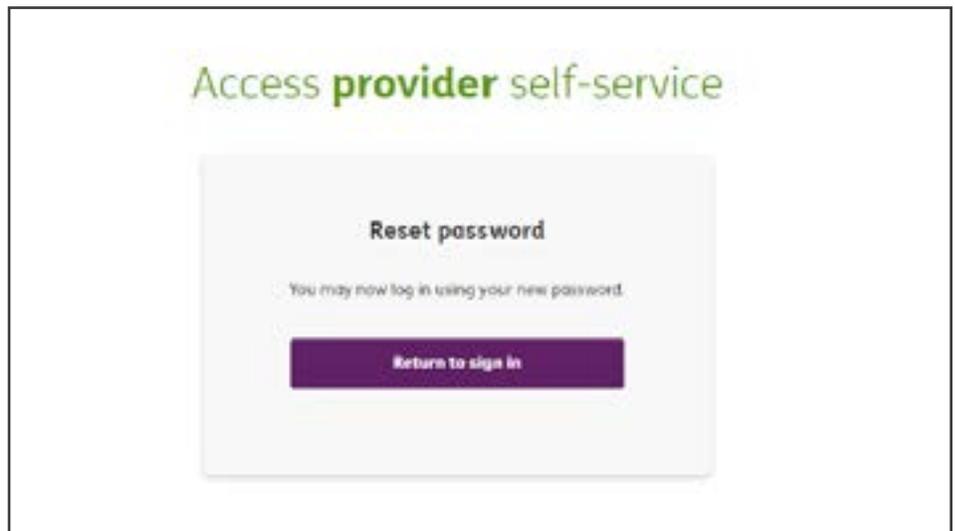
User ID and password reset

- You may **reset your password**
- You must also **reset your two security questions**



The screenshot shows a 'Reset password' form within the 'Access provider self-service' header. The form includes fields for 'New password', 'Confirm password', and two 'Security question' dropdown menus, each followed by an 'Answer' text box. A 'Reset Password' button is at the bottom. A note at the bottom of the form states: 'If you are unable to log in, you will have the option to contact your provider for assistance. Please contact your provider for assistance during a planned maintenance period. Thank you for your patience.' A small 'Forgot Password' link is also visible at the bottom.

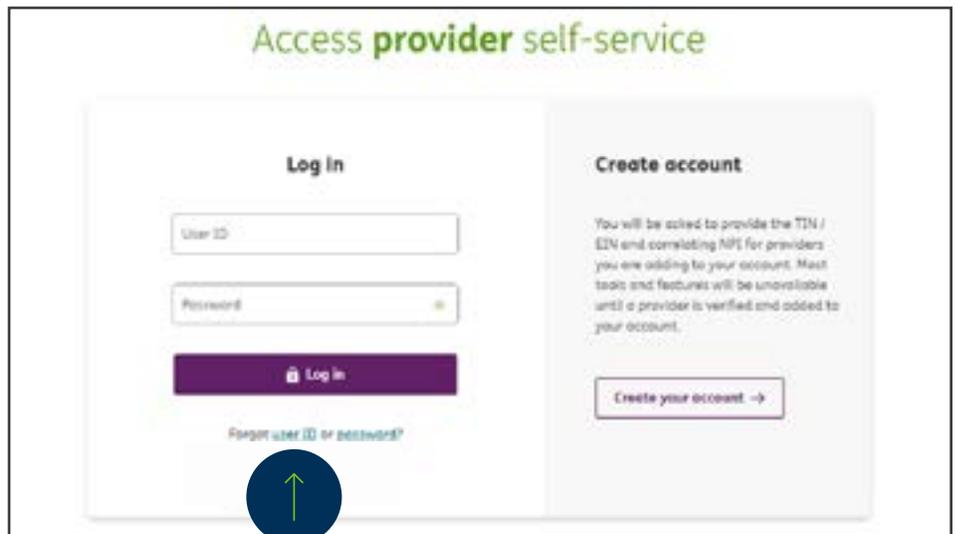
- The password has been reset
- You may **return to the sign in page and log in**



The screenshot shows a confirmation message titled 'Reset password' with the text 'You may now log in using your new password.' Below the message is a prominent purple button labeled 'Return to sign in'.

Retrieve user ID

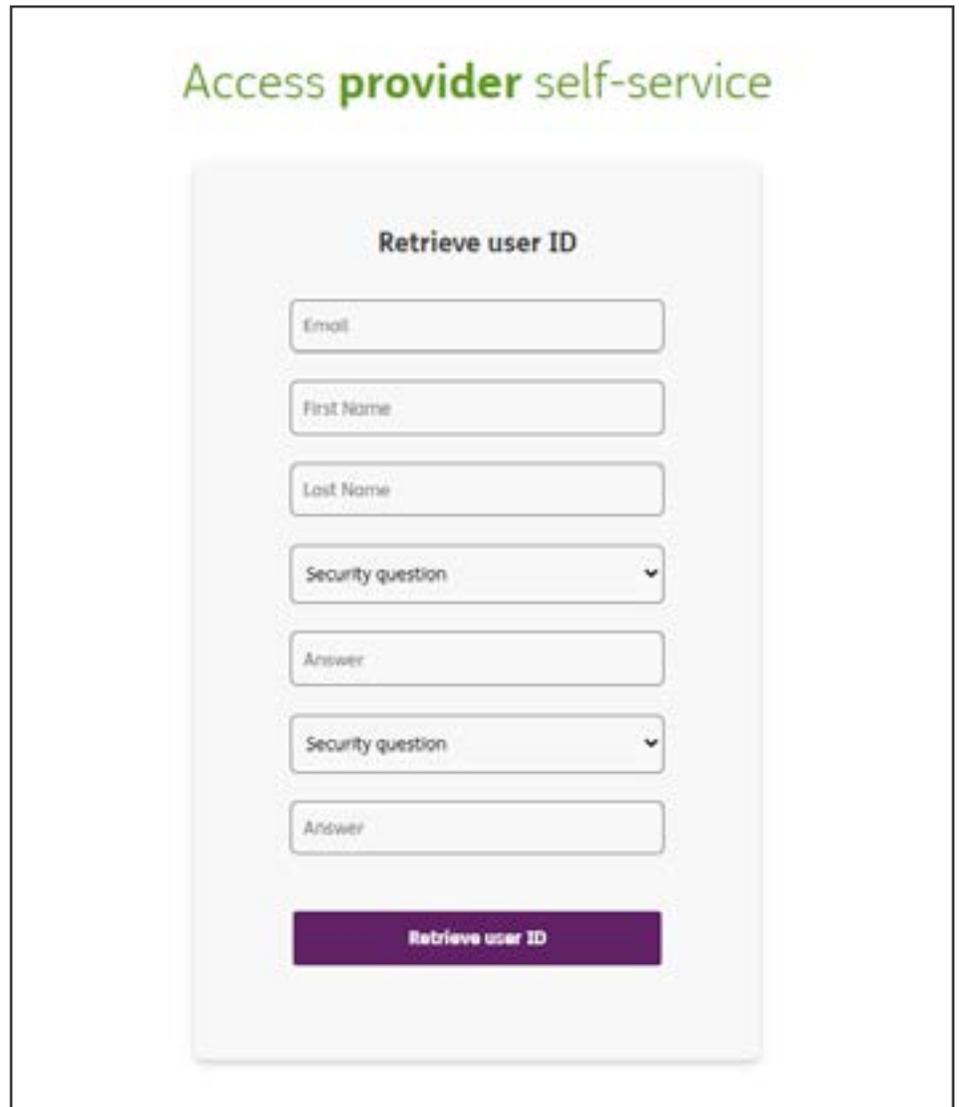
- If you have forgotten your user ID, you can retrieve it by choosing **Forgot user ID**



The screenshot shows the 'Log in' and 'Create account' options. The 'Log in' section has fields for 'User ID' and 'Password', a 'Log in' button, and a link for 'Forgot user ID or password?'. A blue circle with a white arrow points to this link. The 'Create account' section includes a note: 'You will be asked to provide the TIN / EIN and correlating NPI for providers you are adding to your account. Most tools and features will be unavailable until a provider is verified and added to your account.' and a 'Create your account ->' button.

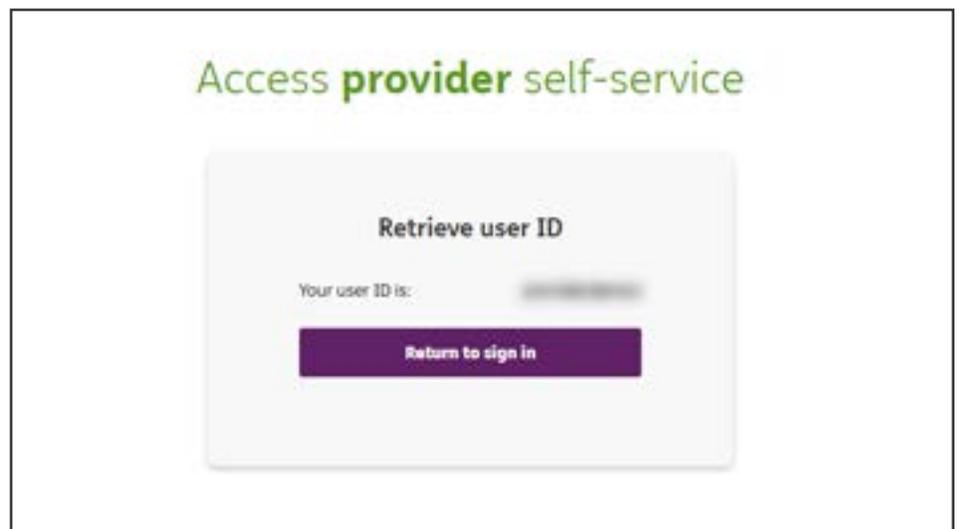
User ID and password reset

- Enter your **email and first and last name**
- Select the security questions you set
- **Answer the security questions** correctly



The screenshot shows a web page titled "Access provider self-service" with a sub-heading "Retrieve user ID". The form contains the following fields from top to bottom: "Email", "First Name", "Last Name", a "Security question" dropdown menu, an "Answer" text box, another "Security question" dropdown menu, and a second "Answer" text box. At the bottom of the form is a purple button labeled "Retrieve user ID".

- You user ID will appear
- You may **return to the sign in page and log in**



The screenshot shows the same "Retrieve user ID" form, but now the "Your user ID is:" field is populated with a masked user ID. Below this field is a purple button labeled "Return to sign in".

Provider self-service account guide

