Provider self-service account guide

East Region
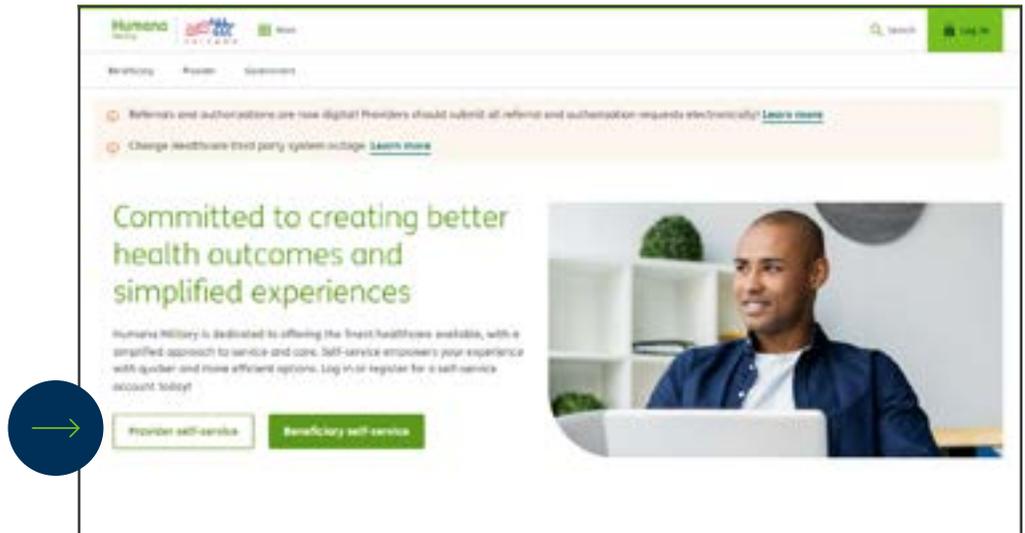
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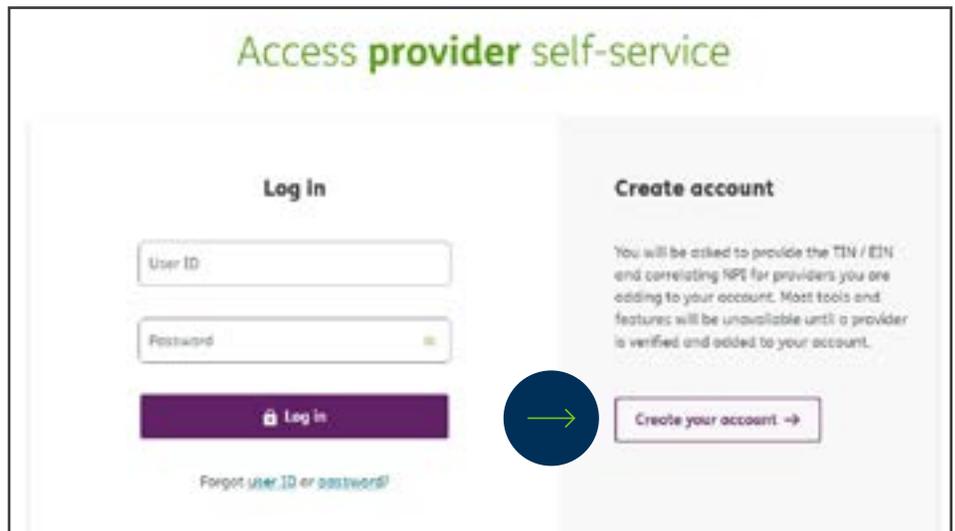
🏠 Create user ID and password

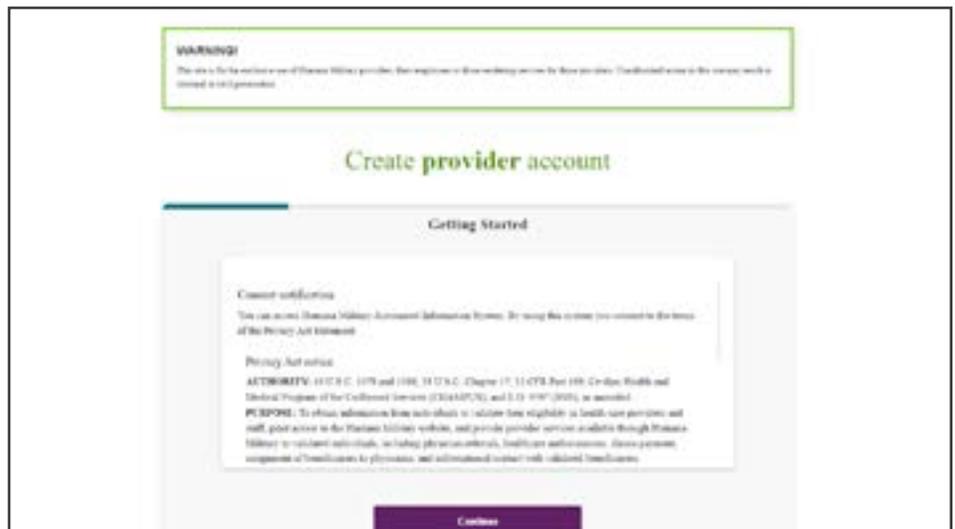- From the homepage on HumanaMilitary.com, choose **Provider self-service**

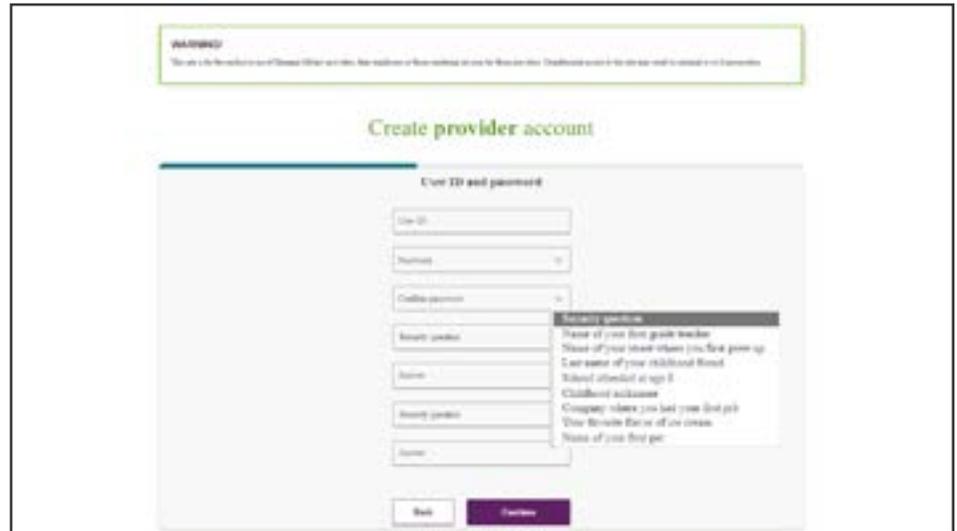

- Choose **Create your account** to get started

- 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

- Each person should create their own account for security purposes

🏠 Create user ID and password

- Review the **User agreement**, **accept** and **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
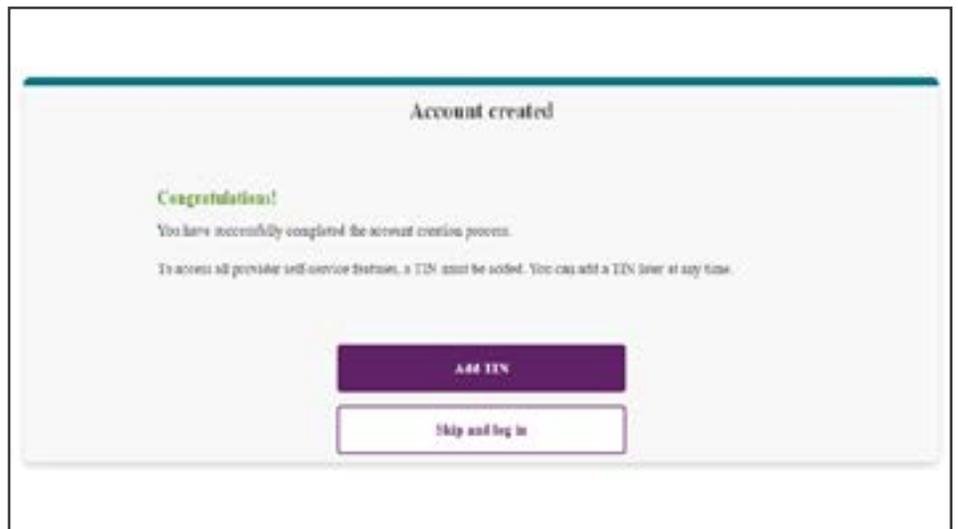
⌂ Add a Tax ID/Employer ID Number (TIN/EIN)

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

- This page includes TIN/EIN information and how to gain access

- Once you are ready to proceed, click **Next** to continue

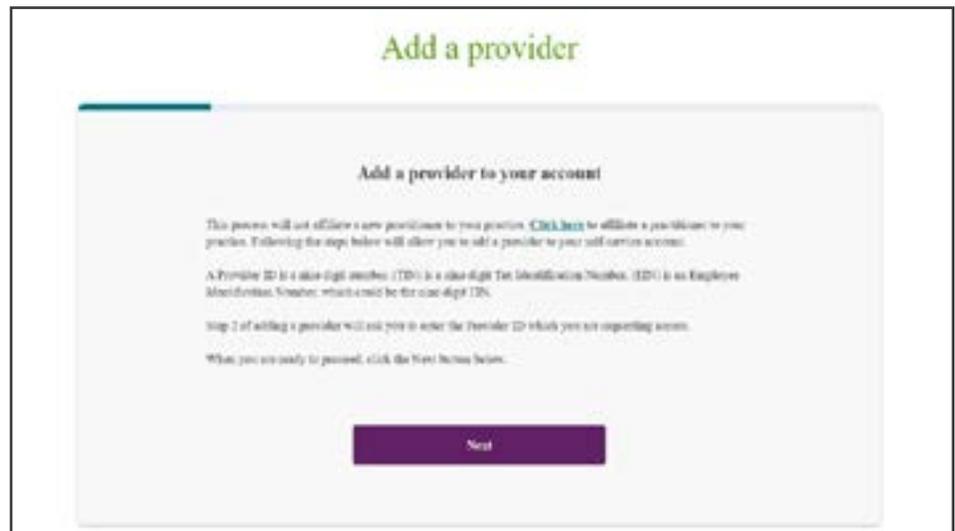- Enter the nine-digit **Provider TIN or EIN** with no dashes and enter the **ZIP code** of the TIN/EIN primary location

- **Note:** The TIN/EIN must be TRICARE certified to be accepted

⌂ 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
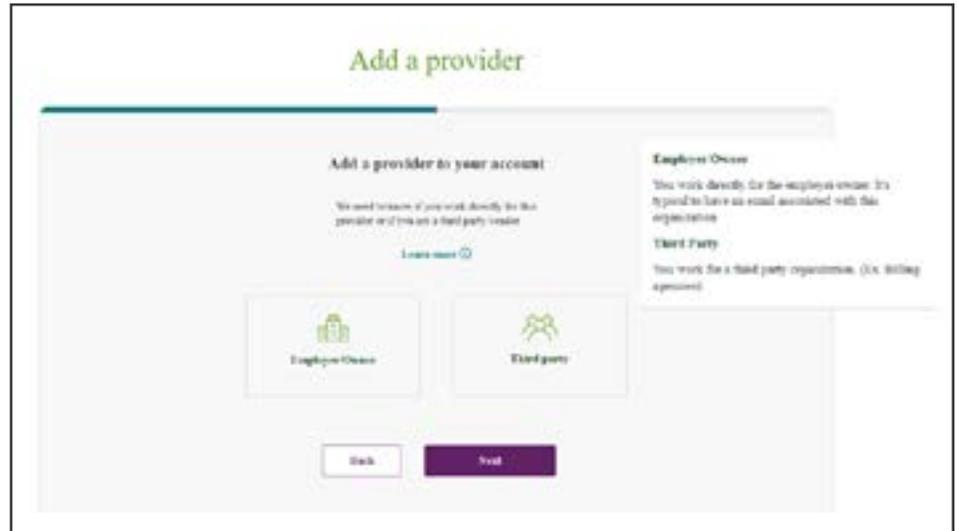
- If the **Third Party** option is chosen, we will require the approver's name and contact information

- This page will not appear for **Employee/Owner**
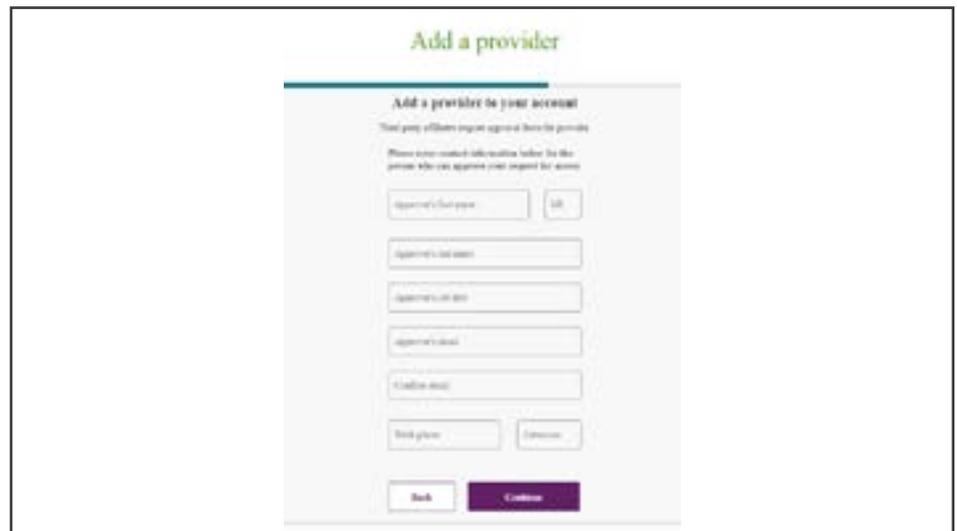
- There are four approval options

- You must choose one

- We will look at each one on the following pages so you can choose the most appropriate option
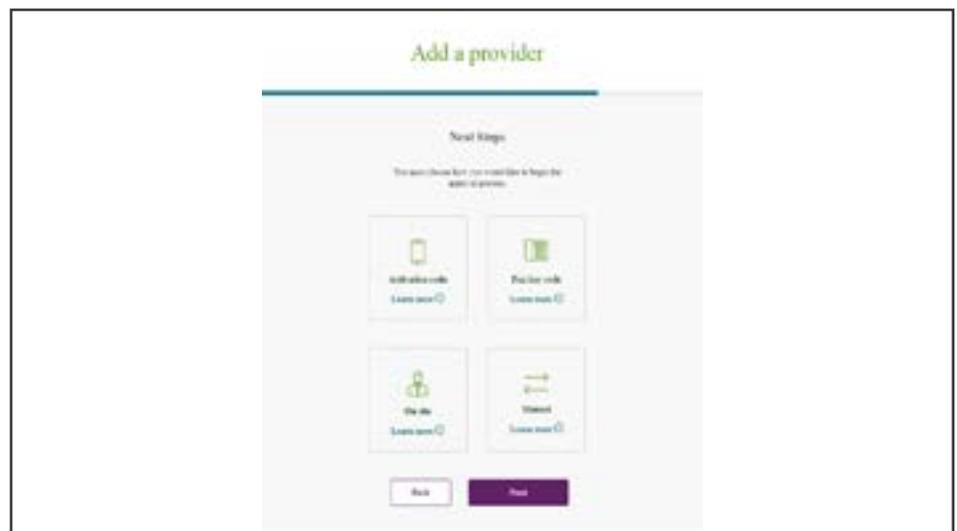
⌂ Add a Tax ID/Employer ID Number (TIN/EIN)

- 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

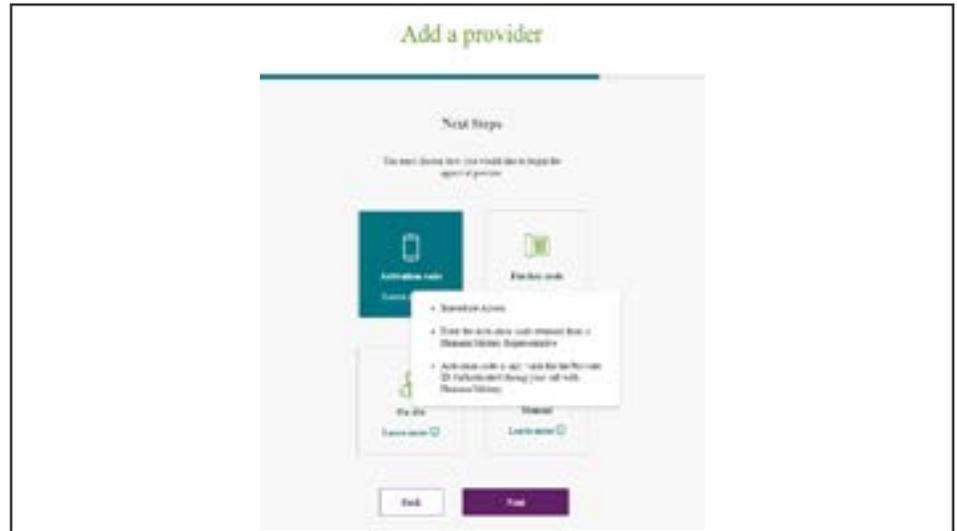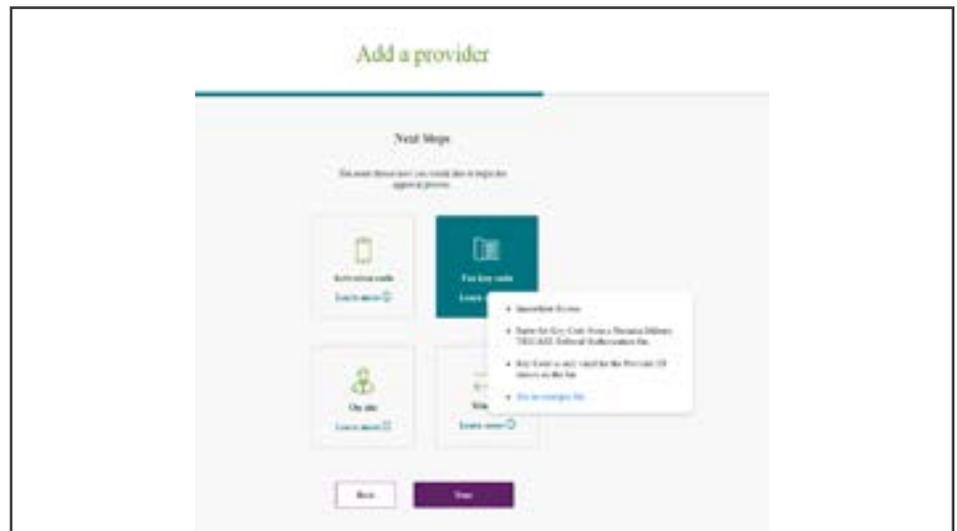- The **Fax key code** is located on an auto-fax referral or authorization received by Humana Military

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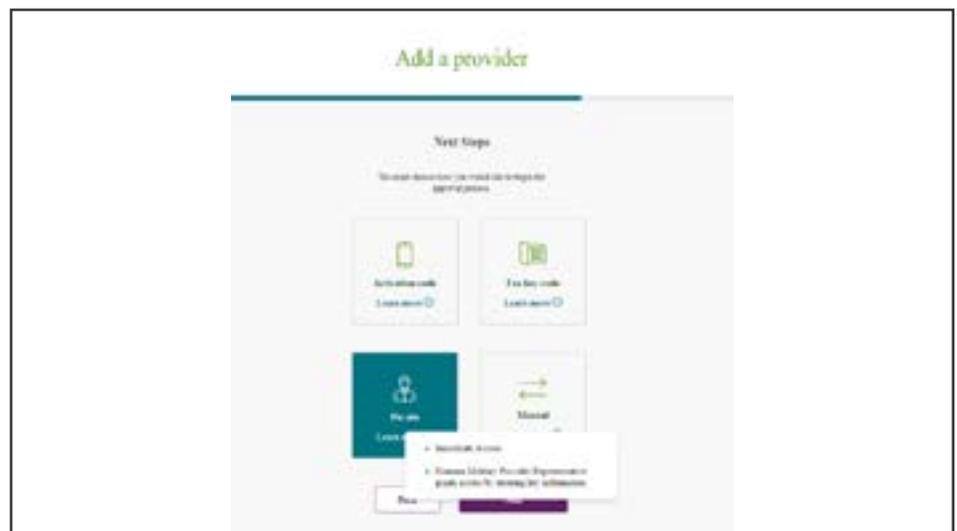
🏠 Add a Tax ID/Employer ID Number (TIN/EIN)

- 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**
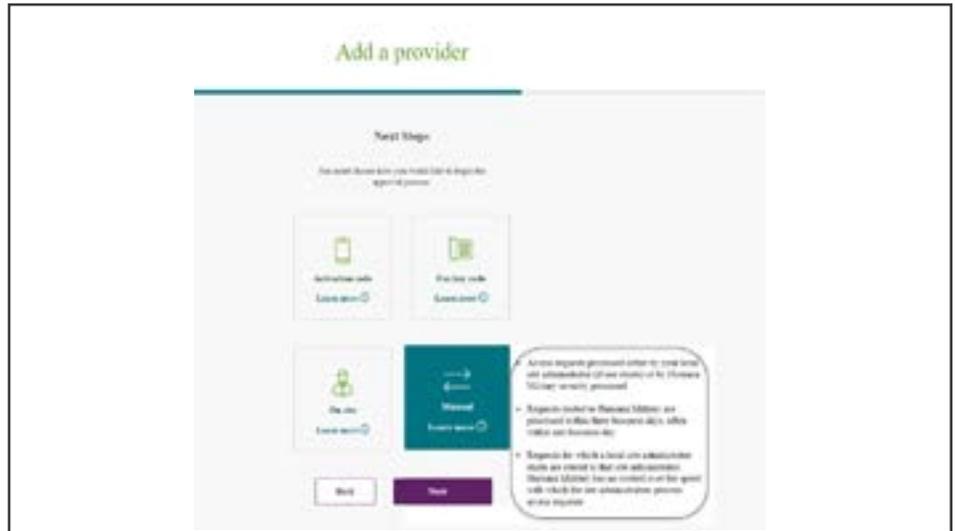
- When your access request has been approved and you log in, you will have access to all features in provider self-service

- **Note:** You may add as many TIN/EINs as needed by repeating this process
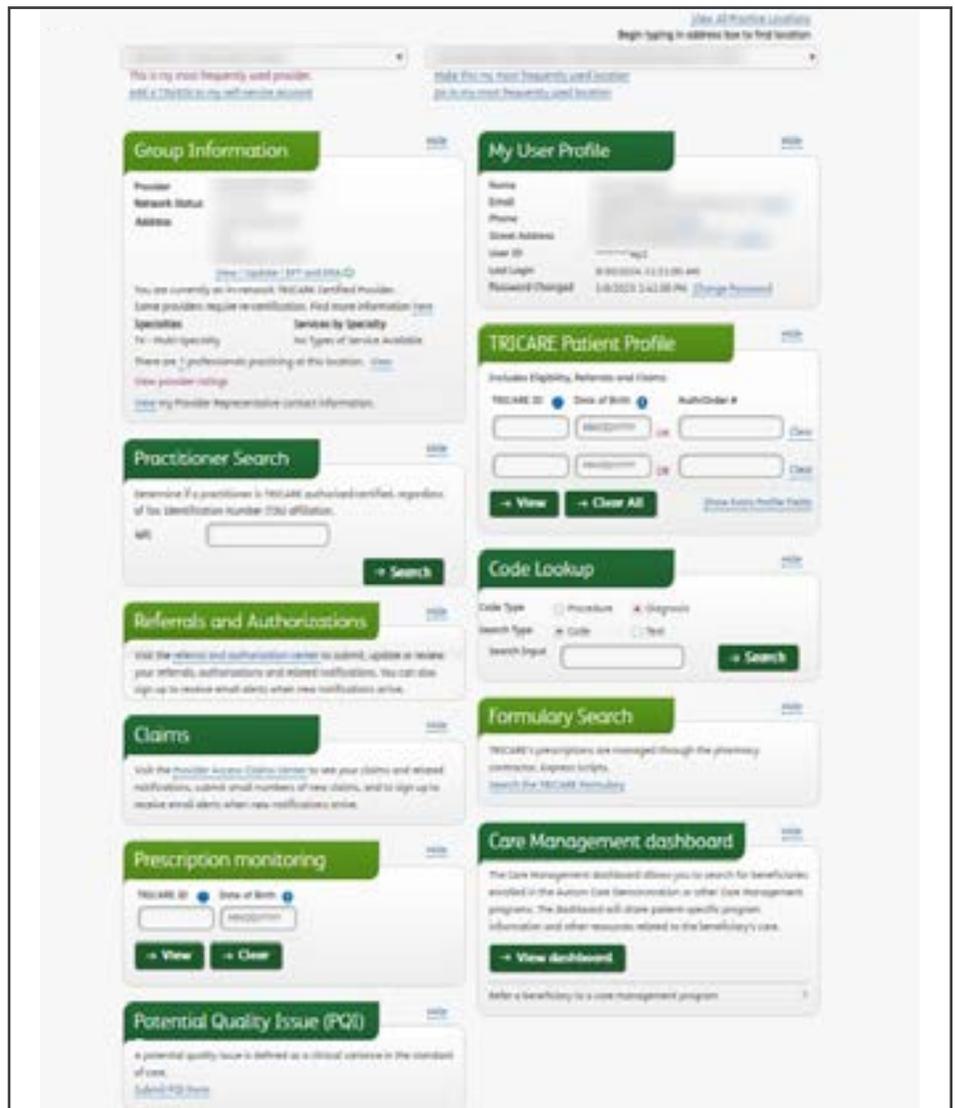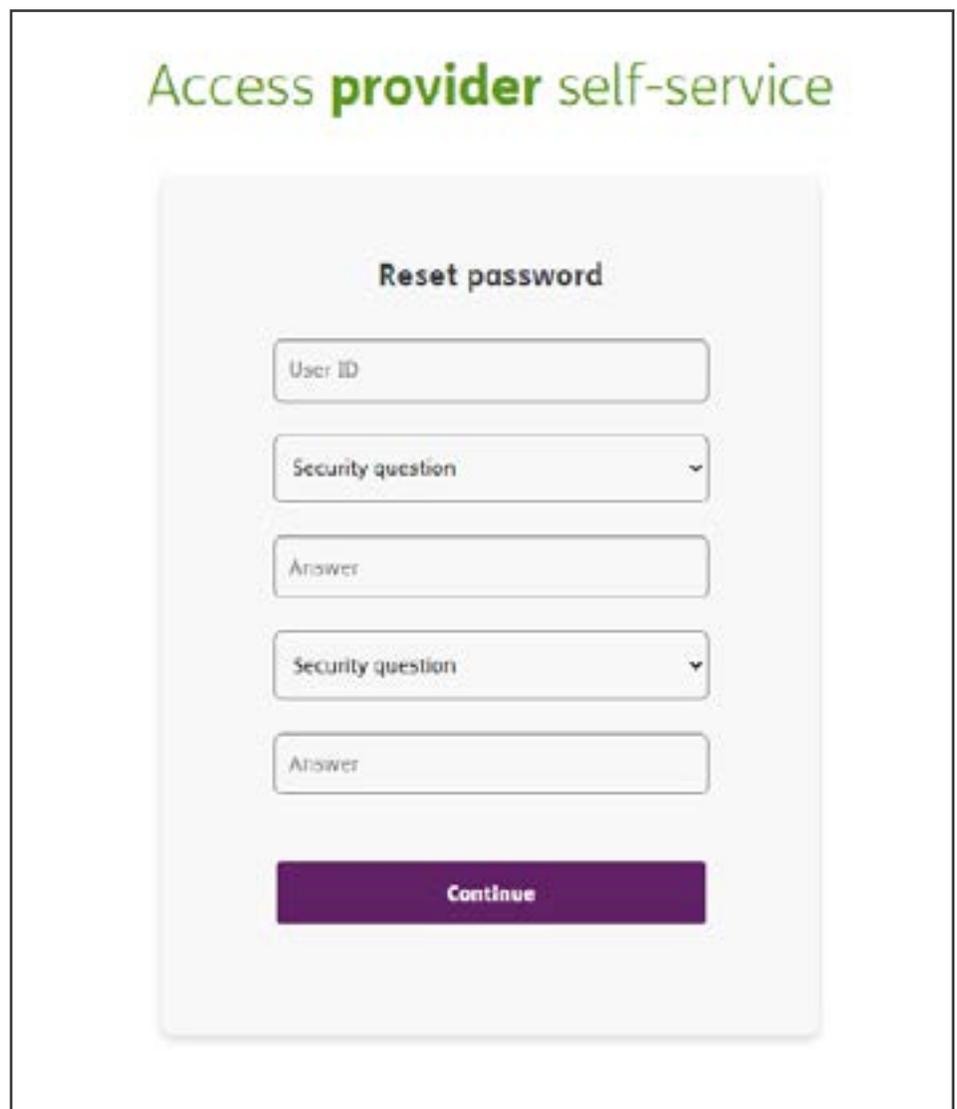
⌂ User ID and password reset

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?
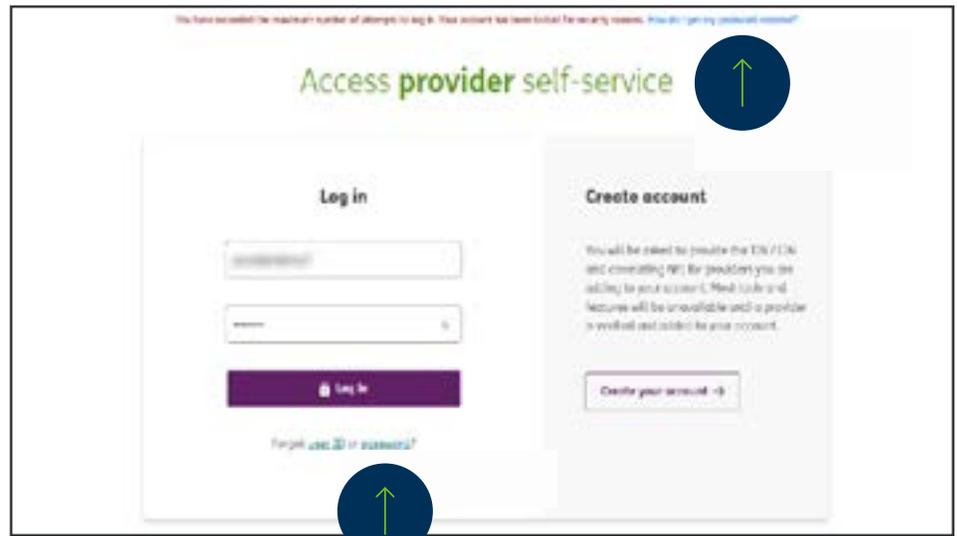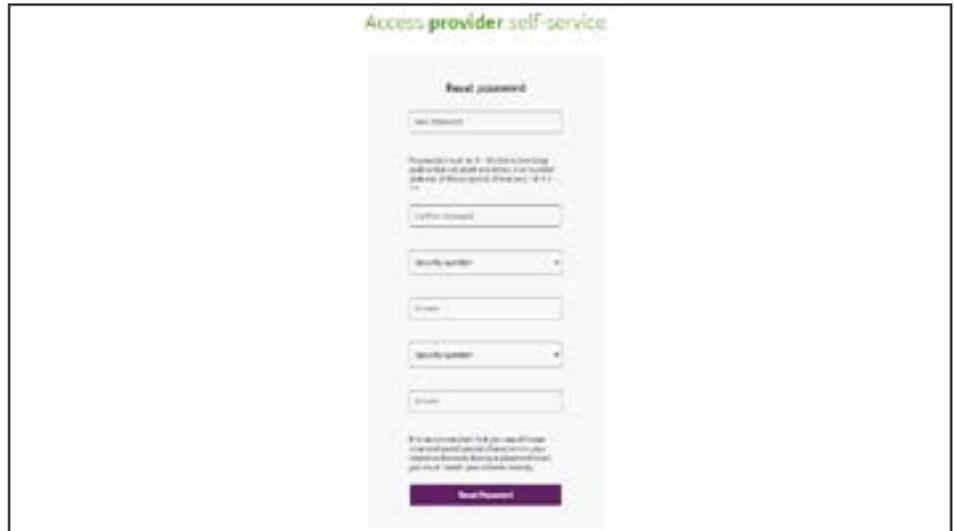

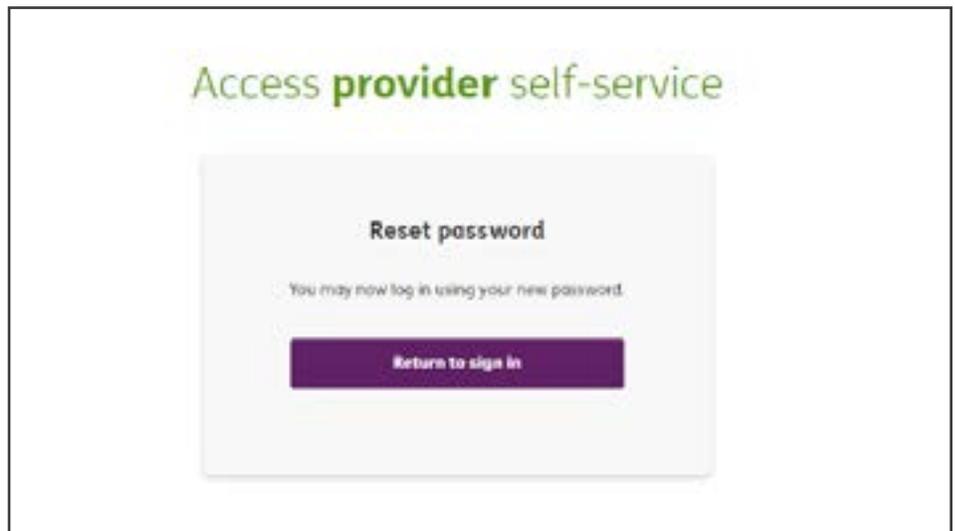- Correctly **answer the questions** you entered when you created the account

⌂ User ID and password reset

- You may **reset your password**

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

- The password has been reset

- You may **return to the sign in page and log in**

Retrieve user ID

- If you have forgotten your user ID, you can retrieve it by choosing **Forgot user ID**
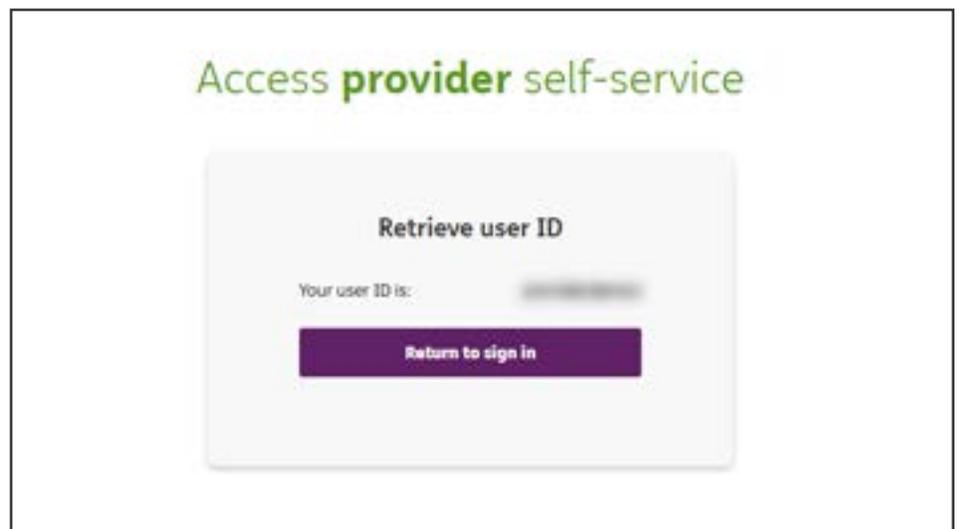
🏠 User ID and password reset

- Enter your **email and first and last name**

- Select the security questions you set

- **Answer the security questions** correctly
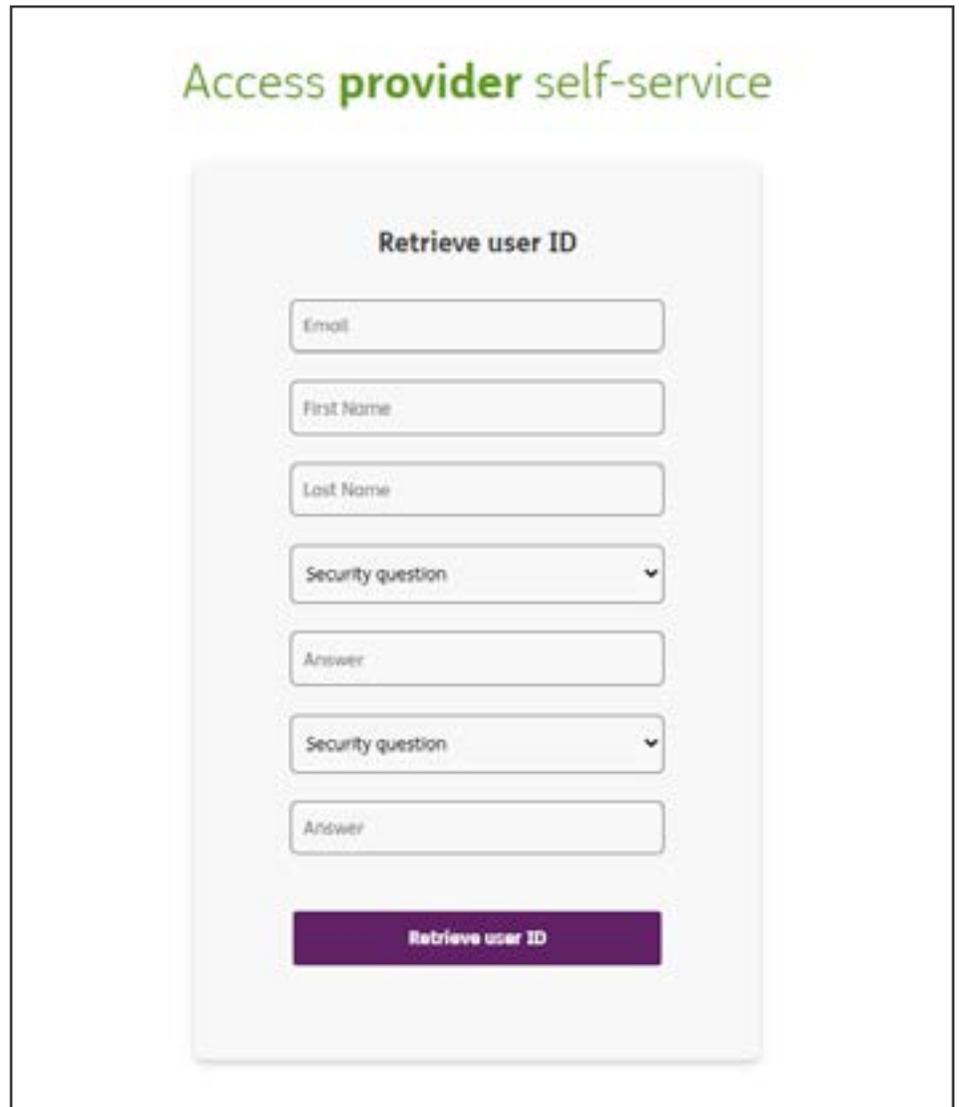
- You user ID will appear

- You may **return to the sign in page and log in**

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