

Patient eligibility verification in provider self-service

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Humana
Military



Photo by: Spc. Caitlinn Belcher

Patient eligibility verification in provider self-service

This guide will help you navigate the Provider Self-Service tool to verify basic patient/beneficiary eligibility details, like the ones listed below:

- Accessing provider self-service tool
- Home dashboard
- TRICARE Patient Profile
- TRICARE Sponsor and PCM Information
- Catastrophic Cap & Deductible
- Referrals & Authorizations
- Claims and Coverage History

Click the icon below to view the
Provider Eligibility + OOP
on-demand webinar in an
easy-to-follow video format



Accessing the provider self-service tool

- To access provider self-service, begin by logging in at HumanaMilitary.com/log-in
- Click on the fuchsia colored, “Log in” icon at the top right hand corner of the page
- If you have not yet registered for a PSS account, you can do so by selecting the, “Create your account” from the log in page

Access **provider** self-service

Log in

User ID

Password 

 Log in

Forgot [user ID](#) or [password](#)?

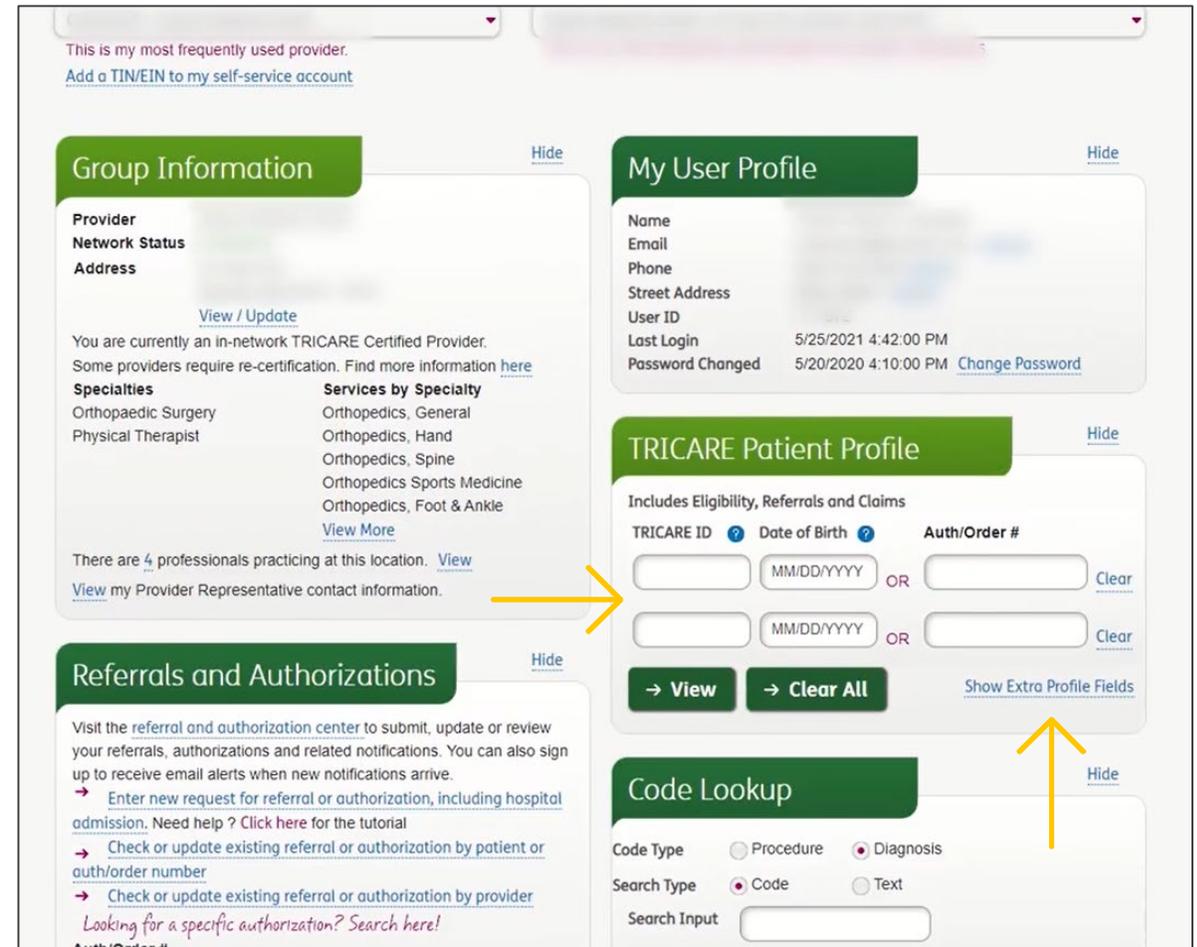
Create account

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.

Create your account →

Home dashboard

- You can search up to five (5) TRICARE Patient Profiles at once by clicking “Show Extra Profile Fields” to open more search lines
- Retrieve a patient profile by using either:
 - The TRICARE ID (sponsor SSN or the 11-digit DoD benefits number found on the back of the patient’s military ID card), **and** patient’s DOB, or
 - The authorization or order number



TRICARE Patient Profile

- The Patient Profile displays the beneficiary information that matches the ID and DOB entered in the search fields on the previous home dashboard
- The TRICARE Eligibility Information section (top left) displays:
 - Patient name
 - Gender
 - DOB
 - Status for Date of Service (DOS)
 - **Note:** This date reflects the date the patient's eligibility information is being retrieved
 - TRICARE program in which beneficiary is currently enrolled
 - Other Health Insurance (OHI) (if any)
 - Other government programs

[Patient List](#) Print Current Page

TRICARE Eligibility Information [Hide](#)

Patient Information:

Gender:

Date Of Birth:

Status For Date Of Service:

TRICARE Eligibility Status:

TRICARE Program:

Group A

Other Health Insurance: None On File

Other Government Program: None On File

Sponsor Information [Hide](#)

Sponsor Name:

Status:

Service Branch:

Rank/Grade:

Military Base/Post Designation:

Region:

PCM Information [Hide](#)

Name: No Name On File

Referrals And Authorizations

Date Entered	Services Authorized	Provider	Status
12/29/2020	Acute Inpatient Med/Surg, Oth		Approved
09/30/2020	Acute Inpatient Med/Surg, Oth		Approved
08/04/2020	Residential Treatment		In Process
06/18/2020	Infusion Equipment & Supplies		Approved
03/19/2020	Acute Inpatient Med/Surg, Oth		Approved

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Catastrophic Cap & Deductible [?](#)

Effective (1/1/2021 - 12/31/2021)

Catastrophic Cap

	Applied	Limit
Individual	\$0.00	\$3,500.00
Family	\$0.00	\$3,500.00

Deductible

	Applied	Limit
Individual	\$0.00	\$150.00
Family	\$0.00	\$300.00

TRICARE Sponsor and PCM Information

- The TRICARE Sponsor Information section (top right) displays:
 - Sponsor name
 - Branch of service rank
 - Region of enrollment
- If the name of the sponsor and the patient differ, this is an indicator that the patient is a family member
- If the patient is enrolled in TRICARE Prime, you will see Primary Care Manager (PCM) information listed below this section
- If the patient is enrolled in the Select program, a PCM will not display

Patient List Print Current Page

TRICARE Eligibility Information Hide

Patient Information:

Gender:

Date Of Birth:

Status For Date Of Service:

TRICARE Eligibility Status:

TRICARE Program:

Group A

Other Health Insurance: None On File

Other Government Program: None On File

Sponsor Information Hide

Sponsor Name:

Status:

Service Branch:

Rank/Grade:

Military Base/Post Designation:

Region:

PCM Information Hide

Name: No Name On File

Referrals And Authorizations

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Catastrophic Cap & Deductible

- Beneath the PCM Information section you will find information on the beneficiary's Catastrophic Cap and Deductible
- Effective dates for Catastrophic Cap and Deductible are listed just beneath the section heading title. This helps determine when they will renew
 - For example, this beneficiary's Catastrophic Cap and Deductible will renew January 1 of the following year
- Individual and Family Catastrophic Cap and Deductible information (limits and applied amounts) will be listed below

[Patient List](#) Print Current Page

TRICARE Eligibility Information Hide

Patient Information:

Gender:
Date Of Birth:
Status For Date Of Service:
TRICARE Eligibility Status:
TRICARE Program:

Group A

Other Health Insurance: None On File
Other Government Program: None On File

Sponsor Information Hide

Sponsor Name:
Status:
Service Branch:
Rank/Grade:
Military Base/Post Designation:
Region:

PCM Information Hide

Name: No Name On File

Referrals And Authorizations

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Catastrophic Cap & Deductible ?

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Deductible

	Applied	Limit
Individual	\$0.00	\$150.00
Family	\$0.00	\$300.00

Referrals and Authorizations

- Any recent referrals for the patient will be listed here. **Note:** If you are a specialist, you may want to review this section to ensure you have a referral on file for your office
- You can build a new referral and check or update existing referrals in this section
- The code lookup tool is also available from this page. **Note:** Both the Referral/Authorization and Code Lookup features can also be found on the home dashboard of your provider self-service account

TRICARE Eligibility Status: eligible (SELECT) [Picture in picture](#) [View TRICARE Region Map](#)

TRICARE Program: TRICARE Select - Retired Sponsors And Family Members Group A

Other Health Insurance: None On File

Other Government Program: None On File

PCM Information

Name: No Name On File [Hide](#)

Referrals And Authorizations

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Catastrophic Cap & Deductible

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Deductible		
	Applied	Limit
Individual	\$0.00	\$150.00
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[View Plan Costs](#)

[Build A New Referral](#)
[Check Or Update Existing Referral Or Authorization For This Patient](#)

Check Referral/Authorization Requirements By Procedure Code.

[Submit](#)

Claims

[View This Patient's Claims In The Provider Access Claims Center](#)

Claims and Coverage History

- Scrolling down, you can access the Claims Center for this beneficiary to view remittances and submit any new claims they may have
- Coverage history is also found toward the bottom of this page. From this section, you can determine if there have been changes in eligibility and/or coverage
 - Begin and end dates of those changes are noted in the columns on the right
- This section may be important if you need to verify what coverage type a beneficiary had on a prior Date of Service (DOS)

06/18/2020	Infusion Equipment & Supplies		Approved
03/19/2020	Acute Inpatient Med/Surg, Oth		Approved

[View More](#)

Deductible		
	Applied	Limit
Individual	\$0.00	\$150.00
Family	\$0.00	\$300.00

[Build A New Referral](#)
[Check Or Update Existing Referral Or Authorization For This Patient](#) [View Plan Costs](#)

Check Referral/Authorization Requirements By Procedure Code.

Claims ←

[View This Patient's Claims In The Provider Access Claims Center](#)

Coverage History ←

Status	Plan Description	Start Date	End Date	End Reason
Eligible (SELECT)	TRICARE Select - Retired Sponsors And Family Members	10/25/2019		
Eligible (PRIME)	TRICARE Prime - Retired Sponsors And Family Members	09/13/2019	10/24/2019	Disenrollment
Direct Care Only	Direct Care For Retired Sponsors And Family Members	08/01/2019	09/12/2019	Enrolled
Eligible (PRIME)	TRICARE Prime - Retired Sponsors And Family Members	06/29/2018	07/31/2019	Disenrollment
Eligible (SELECT)	TRICARE Select - Retired Sponsors And Family Members	01/01/2018	06/28/2018	Disenrollment
Eligible (PRIME)	TRICARE Prime Family Coverage For Retired And Medal Of Honor Sponsors And Family Members	05/27/2015	12/31/2017	Disenrollment

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