

How to submit claims-related documents

Using the proper method to submit documentation ensures a timely and orderly review for your claims. Each type of document has a specific submission method that should be used – electronic, fax and/or mail.

Electronic, fax and mail contact information for each type of correspondence for Humana Military:

- [Claims](#)
- [Claim supporting documentation](#)
- [Appeals and reconsideration](#)
- [Third Party Liability \(TPL\)](#)
- [Capital and Direct Medical Education \(DME\) reimbursement](#)
- [Provider certification](#)

Documents submitted via an incorrect electronic method, fax or mailing address delays the process as each submission will be re-identified and re-routed to the correct destination.

The importance of coversheets

TRICARE may ask for additional details, including for you to use the letter you received again as the coversheet for the information that you return. The letters, utilized as a coversheet, allow Humana Military to quickly document and identify beneficiaries via barcode and OCR recognition, speeding up the process.

Electronic submission

To ensure your electronic submission is processed in a timely manner, please confirm you are submitting the information in the correct portal, inbox or web form. To avoid additional delays, please only include details on a single beneficiary--do not combine requests.

Fax submission

To ensure your faxed documentation is processed quickly, follow these guidelines:

- Send a single fax with information regarding a single member.
- Humana Military accepts HIPAA-compliant electronic faxes sent using HIPAA-compliant companies, such as UpDox, Faxage or SRFax, among others available through a web search.

Mail submission

To ensure your mailed documentation is processed quickly, please send a single correspondence with information regarding a **single** beneficiary. If multiple pieces of correspondence are mailed at the same time, please ensure they are divided with coversheets.