How to submit claims-related documents

TIPSHEET

General submission resources

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

Find the preferred contact information for submitting your documentation:

- Claims and supporting documentation
- Appeals and reconsideration
- Third Party Liability (TPL)
- Capital and direct medical education
- Provider certification

If you submit documents incorrectly, it will delay the review process as they will need to be rerouted to the correct destination.





Note: This information is not all-inclusive.

The importance of cover sheets

TRICARE may request that you provide additional details with your claim. Include the letter you received, and use it as the cover sheet for the information you return. This allows Humana Military to quickly identify beneficiaries by barcode or optical character recognition (OCR).

Electronic submission

Confirm you are submitting the information in the correct portal, inbox or web form. See the proper routing instructions below.

Fax and mail submission

Each submission should have information related to one beneficiary; do not combine requests, unless they are divided with coversheets.

A note about electronic faxes: *Humana Military accepts electronic faxes when they are sent using HIPPA-compliant companies, such as UpDox, Faxage or SRFax.*

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Submit claims documentation to PGBA, LLC in provider self-service

You can send some documents to PGBA through the "Send documents" link in the provider access claims center of provider self-service. You may submit the following document types this way:

- Certificate of Medical Necessity (CMN)
- Durable Medical Equipment (DME)
- Medical record document
- Other Health Insurance (OHI)
- Explanation of Benefits (EOB)
- TPL (DD2527)
- Utilization review (documents proving medical necessity)
- W-9 (legal name change for a solo practitioner or a business)

Learn more about submitting claims-related documents.

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