

Humana Frequently Asked Questions

QUESTIONS	ANSWERS
How do members access care prior to receiving ID cards?	Providers may call 800-448-6262 to verify eligibility and benefits. <i>*Enrollment in Carriers system must be completed otherwise member can pay for service and submit a claim for reimbursement</i>
When will ID cards be mailed and who are they mailed to?	ID cards will be mailed to the member's home within 7-10 business days from the members are enrolled.
What if the information on the IDcard is wrong?	Contact the Billing & Enrollment department for correction: 800-232-2006
How can I get a temporary ID card?	Members can register for online access (see below) and print a temporary card. Please note members can use their SSN or member ID for the app and/or to register. Or, Download the free Humana mobile app.
Urgent care/emergency before enrollee has their ID card	Members may be expected to make a good-faith payment before they are loaded into the system. Please keep your receipt(s) to submit for reimbursement with the claim form.
Can enrollee get medication before they receive their IDcard?	If eligibility cannot be verified – your pharmacy will require payment in full. Keep your receipt(s) for reimbursement in one of two ways: <ol style="list-style-type: none"> 1. Call your pharmacy and ask if they can view your new coverage. If so, return with your receipt(s) within a reasonable time frame (commonly 72 hours but policies will vary) and request reimbursement per your plan benefit; or 2. Submit paper claim with receipts to the carrier for reimbursement. When eligibility can be verified, provide your pharmacy with the following information: SSN, RX BIN 610649, PCN 03190000
How to members get their deductible credit?	Carrier form is required with the most recent Explanation of Benefits (EOB). Mail to the address on the form. EOB must contain specific, detailed information on the amount met for each person on the plan.
Where should the group send future employee applications and terminations?	Online via Employer Portal Fax to Billing and Enrollment at 866-584-9140
When will the client receive their first bill?	The first bill will generate automatically upon completion of group implementation. Future bills generate approximately the 15 th of the month for paper, 25 th of the month for electronic. The Binder check may not be reflected on the first bill.
Payment options	Premium address will vary based on product type. Please refer to billing statement/remittance for accuracy. <ol style="list-style-type: none"> 1. ACH. A form is required and the employer can choose the draft date between the 1st and 10th of the month. 2. Online eBilling allows the employer to make a one-time or recurring payment
CONTACT INFORMATION	
Humana business services	Phone: 800-592-3005

Information is believed to be current as of the last update and is subject to change. The accuracy of this information is not guaranteed. Last updated on 4/2/21.

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Billing and enrollment	Phone: 800-232-2006 Fax: 866-584-9140
Pharmacy customer service	Phone: 800-379-0092 Online: humanapharmacy.com
Specialty pharmacy	Phone: 800-486-2668
ONLINE RESOURCES	
Employers	The Employer Self-Service Portal allows you to manage eligibility, make changes and pay bills online at www.humana.com/employer . Click on "Register for self-service portal" and follow the prompts. Need help? View our Employer Self-Service Guide or call 866-666-5733. Employer Self-Service Guide
Members	Go to www.myhumana.com , click on "register for MyHumana now", and follow the prompts. Please note members can use their SSN or member ID for the app and/or to register. Need help? Call 800-448-6262.
Provider check	Look up doctors and prescription drug lists using the Find A Doctor Tool under "Member Resources" at www.humana.com Find A Doctor Tool

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