

Humana

<http://www.humana.com/>

Customer Service: For eligibility and claims inquiries

1-800-448-6262

Humana Gold Plus® Integrated (MMAI)

Call 1-877-912-8880 (TTY: 1-866-565-8576), Monday – Friday, 8 a.m. – 7 p.m., Central time.

Estimating patient responsibility

Humana’s benefit estimator is a secure web tool you can use to create a personalized estimate of a patient’s payment responsibility. The estimate is specific to the healthcare provider and treatment/service and based on a real-time snapshot of the patient’s benefits. This facilitates financial discussions between you and your patients so that payment arrangements can be made at the time of service.

To take advantage of this tool, you must be a registered user of the Availity portal.

Locating this tool on the Availity portal

On the Availity portal, you can access the benefit estimator through the “Patient Cost Estimator” button:

- Log in to the Availity portal at Availity.com, [opens new window](#) with your Availity username and password
- Open the “Patient Registration” drop-down menu from the top navigation bar
- Select the “Eligibility and Benefits Inquiry” link to look up your patient’s coverage
- On the Eligibility and Benefits results, select the “Patient Cost Estimator” button at the top of the screen