

News & Alerts

Last Updated 10/28/2021

Informational Updates

17.0 10/28/2021

Authorizations with Author by Humana

Codes and procedures not on the [Prior Authorization List](#) do not require an authorization from Author by Humana. However, if you still choose to submit the request, the Author Right Care UM Team will contact you to confirm you would like the authorization. If yes, we will review and request clinical documentation. You can add medical records to your authorization request in Availity.

Informational Updates

16.0 10/12/2021

Author by Humana Website Updated to Include 2022 Benefit Information

Author by Humana's provider-facing pages and resources were updated to display information about 2022 Humana Medicare Advantage plan benefits for plans that include service from Author by Humana. The 2021 information is still available within those documents. You can also find the 2021 information [here](#).

15.0 10/12/2021

NEW Dental (DEN) Benefits for PY2022

For 2022, we've grouped all the DENXXX details for plans that include service from Author by Humana in one document. In this document, you can view benefit details for both 2021 and 2022 plans listed in numerical order. You can find this document [here](#) or in Dental Resources under "Important Information."

14.0 10/12/2021

NEW Grievance & Appeal Quick Start Guide

We've added a new guide on how to submit grievances & medical, behavioral, and dental appeals to Author by Humana. This guide includes appeal guidance, intake methods, information needed, and applicable timeframes. You can find this document [here](#) or in Medical Resources under "All Grievances & Medical Appeals."

13.0 10/12/2021

NEW How to Enroll in EFT Instructions

We've added step-by-step instructions on how to enroll your practice in EFT/ERA via the Availity Portal. You can find this document [here](#) or in Medical Resources under "Claims Submission & Payment."

Informational Updates

12.0 10/12/2021

NEW Disputes Quick Start Guide

We've added a new guide for participating providers on how to submit first- and second-level claim disputes to Author by Humana. This resource includes intake methods, needed information, and applicable timeframes. We've also included information on how to submit a dispute to our hearing and vision vendors. You can find this document [here](#) or in Medical Resources under "Important Information."

11.0 10/12/2021

Updated Availity Quick Start Guide

The Availity Quick Start Guide has been updated to include more detailed information about how to work within the Author Payer Space and how to submit prior authorizations. You can find this document [here](#) or in Medical Resources under "Working in Availity."

The Author by Humana team is dedicated to supporting you in learning how to work in Availity. If you would like a personalized training, reach out to the Provider Navigator Team.

10.0 10/12/2021

Updated Author by Humana Onboarding Presentation

We've recorded a new onboarding presentation for your practice staff. This is a recorded presentation by Andrew Goodman, Author's Associate Director of Provider Engagement. This new presentation includes 2022 benefit information along with updated ways to work with Author and information about AuthorCare, a new virtual-first provider group. You can find this presentation [here](#) or in Working with Author under "Important Information."

Archive

Planned Maintenance

9.0 09/22/2021

Author by Humana Planned Maintenance in Availity Portal from 09/24/2021 through 09/26/21.

Author by Humana will be performing maintenance in the Availity Portal from Friday 09/24 8 PM ET through Sunday 09/26 9 AM ET. During this time, portal submissions, such as eligibility and benefit checks, prior authorization requests, and claims submission will be unavailable. Please fax in all requests using the fax numbers found on <https://authorbyhumana.com/providers/medical-resources>.

Informational Updates

8.0 09/01/2021

Updated UM requirements for PAR SNFs in South Carolina from 08/19/2021 through 09/15/2021.

Humana and Author by Humana are suspending authorization requirements for participating (PAR) skilled nursing facilities (SNFs) from 8/15/2021 through 9/15/2021 for Medicare Advantage (MA) members discharging from PAR hospitals. When the member is admitted, Author by Humana should be notified so we can continue to work with SNF-facility based teams on concurrent review for length of stay and appropriate level of care, including discharge planning.

Informational Updates

7.0 06/15/2021

Colonoscopies: Screening versus Diagnostic

While screening colonoscopies do not require a prior authorization, diagnostic colonoscopies do. If during a screening colonoscopy a pathology is encountered that necessitates an intervention, this converts the screening colonoscopy to a diagnostic colonoscopy. In this specific case, no prior authorization is required but providers should add the -PT modifier with claim submission.

6.0 06/11/2021

Updated Availity Quick Start Guide

The [Availity Quick Start Guide](#) is now updated to include details on how to upload and submit medical records in the Author by Humana Payer Space in Availity.

Enhancements

5.0 04/12/2021

Author by Humana authorizations now available in your Availity Auth/Referral Dashboard

You can now use the Auth/Referral Dashboard to access Author by Humana authorization requests submitted from the Availity Portal. From there, you can check status of authorization requests, add attachments to pending auths, and link out to MCG Health to complete the clinical questionnaire.

To access the Auth/Referral Dashboard, click “Patient Registration > Authorizations & Referrals” in the Availity Portal menu. Once there, click “Auth/Referral Dashboard” under Multi-Payer Authorizations and Referrals.

Please note: requests that were not submitted through the Availity Portal or that were submitted by a provider outside of your organization do not display on the dashboard. If you want to manage these requests from your dashboard, submit a traditional authorization/referral inquiry then click “Pin to Dashboard” on the results page.

Informational Updates

3.0 04/07/2021

Dental Quick Start Guide (previously DentalXChange Quick Start Guide) has been updated to encompass general information about Author by Humana Dental Benefits & Network

You can find this resource on our Dental Resources page directly below the header.

2.0 04/01/2021

Author by Humana Provider Navigators want your post-call feedback

We strive to create the best service experience possible. We can't do that without you and your feedback. When you conclude a call with one of our Provider Navigators, please complete the four-question survey. Even if you had a wonderful experience, we'd love to hear just one way we can get better. Thank you!

Enhancements

4.0 03/31/2021

Change Health now able to submit electronic claims to Author by Humana (Payer ID: 61108)

Beginning 03/31/2021, you can use Change Health to submit electronic claims to Author by Humana.

1.0 03/22/2021

You are now able to attach clinical documentation to a pending authorization in Availity

Beginning 03/22/2021, you can attach supporting clinical documentation to previously submitted authorizations that are in pended status. To do this, navigate to the “Authorization / Referral Inquiry Results” page in Availity and use the “Add Clinical Documents” button.