

Phone Menu Help Guide



Dial 1-800-4-Humana

Humana Menu Greeting

- If Member says Yes or No
 - *Enter SSN or ID (if any letters in the ID just press the star key instead of the letter)
 - Enter DOB (MM/DD/YYYY)
 - *Enter Zip
 - Medical plan benefits Press 1
 - Eligibility or Benefits Press 1
 - Pharmacy Press 2
 - Mental Health Press 3
 - Order ID cards Press 4
 - Prescriptions Press 2
 - Claims Press 3
 - System will play back last three Dates of Service by Provider Name, Date of Service and billed amount
 - ID card Press 4
 - Order
 - Help with another Policy Press 5

**If calling from a number on file, system may recognize and ask for confirmation of your identity. Additional authentication questions may then be skipped.*

Humana[®]