

Provider Training



Links to training and other helpful information can be found at [Humana.com/FLLTC](https://www.humana.com/FLLTC).

New provider orientation

This is an overview of the long-term care (LTC) plan and what it's like to work with Humana. This compliance training is required. All providers must complete this training within the first 30 days of becoming a contracted provider. An attestation of completion also is required. Sessions are held the second Wednesday of every month. Visit the [registration page](#) and select your preferred date.

HHAeXchange training

This training session assists providers in setting up and billing their claims via HHAeXchange. Sessions are held every other Friday. Visit the [registration page](#) and select your preferred date.

Availity Essentials training

Select the topic title you would like to attend to register. Select the date you would like to attend on the registration form. All sessions are held from 3 p.m. to 4 p.m.

Availity Essentials™: authorization/roster information and general questions: This discusses the Availity Essentials authorization and referral submission tools and Humana's authorization management tool. Also discussed are how to manage roster issues and how to file a claim without an authorization on file. Sessions are held the first Tuesday of every month. Visit the [registration page](#) and select your preferred date.

Availity Essentials: claims/payment information and general questions: This discusses claim-related tools available at Availity Essentials, including the claim status tool, remittance inquiry, electronic remittance advise (ERA)/electronic funds transfer (EFT) and overpayments. Time will be granted for questions on any Availity Essentials topic. Sessions are held the third Tuesday of every month. Visit the [registration page](#) and select your preferred date.

Availity Essentials: training and general questions in Spanish: This is an overview of Availity Essentials, including initial user access, authorizations, claims and payments. Sessions are held the fourth Wednesday of every month. Visit the [registration page](#) and select your preferred date.

Please send any training suggestions or questions to LTCProviderRelations@humana.com.

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