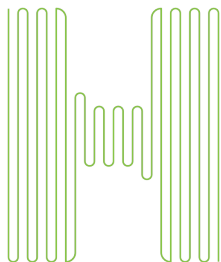# Viewing deficient claims online

Information for Texas healthcare providers

What are deficient claims?

A deficient claim is one submitted with missing, inaccurate and/or illegible data. Examples could include the wrong member ID or name listed on a claim.

What action is required?

Humana often can obtain missing or inaccurate data, but not without additional research. As a result, payment could be delayed, and the claim would not be subject to penalties and interest under Texas' prompt-pay legislation.

Unless Humana contacts you, no action is required on your part to complete processing of a deficient claim.
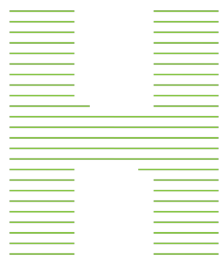
How to view deficient claims online

An online tool enables you to check deficient claims. You can access this tool by signing into Availity Essentials at Availity.com.

> Note: If you don't have a user ID for Availity Essentials, ask your organization's Availity administrator to assign you the appropriate access. If your organization doesn't have an Availity account, go to Availity.com and register.
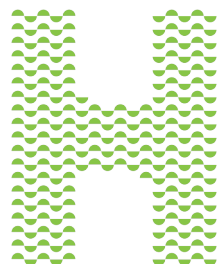
After signing into Availity Essentials, follow the instructions below. If you don't see the Claim Status option, contact your Availity administrator to discuss your need for this tool and assignment of the appropriate role to your user account.
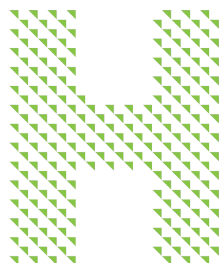
To view your deficient claims:

1. Sign in to Availity Essentials.
2. Select **Claim Status** from the **Claims & Payments** menu.
3. Use the **Service Dates** search to enter a date range and check the **Search Only for Deficient Claims** box near the bottom of the page.
4. A list of your deficient claims will display for the date range you selected.

This information applies only to Texas healthcare providers.

Humana.