

Delegated Agent Channel - Important Phone Numbers



Agent Support Unit (ASU)

Please identify yourself & provide the following:

- MGA Name & Account #
- Agent's First, Last Name & Contact Information
- Indicate Agent Support Unit

AgentSupport@humana.com

800-309-3163

Opt 1 – Medicare Advantage & Prescription Drug Plans

Opt 1 – Agent Information

Opt 2 – Plan Questions

Opt 3 – How to Enroll

Opt 4 – Current Member Questions

Opt 5 – Marketing Enrollment Materials/Supplies
(Applications, Brochures, Flyers & Postcards)

Opt 6 – Commissions & Pay Audit Request

Opt 7 – Other MarketPOINT Tools

(CDS, Cart, Call Advisor, etc.)

Opt 2 – Medicare Supplement

Opt 3 – HumanaOne IMM and STM

Opt 4 – Other Products (Veterans, Financial Protection,
Dental, Vision, etc.)

HumanaOne Healthcare Reform

866-445-9658

Opt 1 – Agent Information (Certification/ Contracting)

Opt 2 – Product/ Plan Information

Opt 3 – Enrollment Questions

Opt 4 – Marketing Materials

Application Submission

Please remember:

- Write clearly, use Black ink, submit daily
- Check to make sure you SAN number is on the app
- Make Sure all needed fields are complete

Scope of Appointment IVR: **1-866-945-4471**

(Document Medicare appointment)

Medicare App Fax line - **1-877-889-9936**

(Fax Only Medicare or Med Supp applications)

Med Supp App Fax line - **1-877-889-9936**

(Fax Only Medicare or Med Supp applications)

HFPP App Fax: **1-800-589-9309**

Email: DelHFPPApp@Humana.com

(Fax Only HFPP applications)

Dental & Vision App Fax line: **770-518-3102**

(Fax Only if payment made by Credit Card)

Medicare Agent Referral: **1-800-967-1961**

(Beneficiary must be on the call to refer)

Member Assistance

Please remember:

- You may need to have the member available to assist
- Have the member's Name, ID or Policy Number & DOB available

Agency Management: **1-800-558-4444 Ext. 8919**

Customer Service: **1-800-457-4708** (*#4 para Espanol - All member inquiries*)

Billing & Enrollment: **1-800-992-2551** (*#4 para Espanol - Billing, Premium & new enrollment issues*)

MSOP Support: MsopSupport@humana.com (by e-mail ONLY)

(To check the status of a client's Medicare: Enrolment / Applications, Billing / Premiums/Pharmacy / Formulary, Claims)

Right Source Phone: **1-800-379-0092**

Right Source Fax: **1-800-379-7617**

Right Source Specialty RX: **1-800-486-2668**

CMS: **1-800-633-4227**

Social Security Admin: **1-800-772-1213**