

# Humana<sup>®</sup> Military

Interactive Voice Response (IVR) QuickStart Guide for TRICARE South Customers

**1-800-444-5445**

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## Identify who you are:

- Sponsor, beneficiary or patient, press or say **1**
  - Hospital, doctor, or medical facility, press or say **2**
- To dial an extension directly, enter it when prompted.

## Tell us how you want to make your selections:

- To use our touchtone system, press **1**
- To use our voice activated service, press or say **2**

## Do you want to use our Automated Express Service menu?

- Say **YES! (or press 1)**

## Main Menu Self-Service Options

- **Mental Health (1)** /You will be connected to the Value Options voice response menu. Select the option that best fits your needs
- **Claims (2)**/ You will be transferred to the PGBA claims menu. Select the option that best fits your needs
- **Reservists, National Guard, CHCBP (3)**
- **More Options (4)**

## More Options - Self-Service

- Payment Options (1)
- Eligibility status, deductibles, and benefits(2)
- Status of referrals or authorizations (3)
- Find a provider (4)
- Find a TSC location (5)

## Payment Options

- **Say Yes/press 1** to identify as a sponsor, beneficiary or patient
- **Say Yes/press 1 or No/press 2** to identify how you want to make your menu selections
- **Say Yes/press 1** to use automated express service menu
- **Say or press 4** for 'more options' from the Main Menu
- **Press or say 1** for the PayByPhone

You may make a payment, hear mailing address, get the web payment site, or receive fax forms to set up automated payment through allotment or Electronic Funds Transfer. For payments, please have Sponsor SSN or DOD Benefits Number, Sponsor date of birth, credit card information, and amount of payment.

## Eligibility Status and Benefits

- **Say Yes/press 1** to identify as a sponsor, beneficiary or patient
- **Say Yes/press 1 or No/press 2** to identify how you want to make your menu selections
- **Say Yes/press 1** to use automated express service menu
- **Say or press 4** for 'more options' from the Main Menu
- Say or Press **2** for the Eligibility and Benefits Line

To hear, receive a fax, or send information to your smartphone on enrollment /eligibility status, please have Sponsor SSN or DOD Benefits Number, patient's birthdate, and zip code ready.

## Referral Status

- **Say Yes/press 1** to identify as a sponsor, beneficiary or patient
- **Say Yes/press 1 or No/press 2** to identify how you want to make your menu selections
- **Say Yes/press 1** to use automated express service menu
- **Say or press 4** for 'more options' from the Main Menu
- **Say or Press 3** for the Referral Status Line

To hear or send status information on existing referrals to your smartphone, please have Sponsor SSN or DOD Benefits Number, patient's birthdate, and zip code ready.

## To look up a doctor or medical provider

- **Say Yes/press 1** to identify as a sponsor, beneficiary or patient
- **Say Yes/press 1 or No/press 2** to identify how you want to make your menu selections
- **Say Yes/press 1** to use automated express service menu
- **Say or press 4** for 'more options' from the Main Menu
- **Press or say 4** for the Medical Provider Finder line

To hear, receive a fax or send a list of providers/ addresses to your smartphone, please have the medical specialty, zip code, and distance to drive ready.

## TRICARE Service Center Locations

- **Say Yes/press 1** to identify as a sponsor, beneficiary or patient
- **Say Yes/press 1 or No/press 2** to identify how you want to make your menu selections
- **Say Yes/press 1** to use automated express service menu
- **Say or press 4** for 'more options' from the Main Menu
- **Press or say 5** for the TSC directions line

You can hear or send driving directions to your smart phone