

# Humana Agent Center of Excellence (ACE)

## Support

To better support and simplify our relationship, you now have one phone number and a secure email solution exclusively for your service and support needs.

## Convenience

Now, all commercial product lines and post-implementation inquiries can be sent via secured email to **SBMarketSupport@Humana.com**. ACE will respond to your email within 24 hours.

## This includes:

- Claims
- Member eligibility
- Member ID cards
- HumanaVitality®
- Billing and enrollment inquiries



For HIPAA authentication, please have the following available when you call, or include in the body of your email:\*

- Agent Tax ID or Humana-assigned SAN number
- Group number
- Group mailing address and ZIP code



If inquiring on behalf of a member, have your Agent Tax ID or Humana-assigned SAN number and any three of the following:

- Member ID
- Date of birth
- Group number
- Member ZIP code

If inquiring about a claim, please provide any three of the following:

- Date of service
- Provider
- Claim dollar amount
- Claim number

## ACE contact information

Call **1-800-592-3005**

or

send your secure email to  
**SBMarketSupport@humana.com**