

Humana Employer Concierge Team (ECT)

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 **employerconciergeteam@humana.com**. ECT 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 information available when you call, or include it in the body of your email:



If inquiring about a member, please provide 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

For added convenience, visit us online at our self-service website for employer groups at **Humana.com**.

ECT contact information

Call toll free **1-877-702-5986**

or

send your secure email to:
employerconciergeteam@humana.com