

WISeR FAQ

Question	Answer
Who is Humata Health?	Physician-founded company simplifying and accelerating prior authorization so patients get the right care faster https://www.humatahealth.com/
What is Humata's mission?	Ensure every patient receives the right care as quickly as possible through highly automated, transparent PA workflows in the state of Oklahoma.
What is WISeR? (Wasteful and Inappropriate Service Reduction)	CMS model requiring prior auth for select items and services. For the latest criteria & codes and FAQ, use the CMS WISeR site https://www.cms.gov/priorities/innovation/innovation-models/wiser
Who is included?	Applies to Medicare FFS beneficiaries who are eligible for Part A and Part B, are 18+ years old, not enrolled in Medicare Advantage, and not covered by United Mine Worker Health & Retirement Funds.
What Places of Services (POS) are included?	Applies to: Part B claims with POS 11 (office), 12 (home), 24 (ASC); Part A outpatient claims with TOB 13X (Hospital Outpt.) Excludes: Inpatient-only services, Emergency services, Urgent/emergent.
Are POS 19 and POS 22 included?	No, POS 19 and POS 22 are not included as they are associated with claims processing, not with PA.
How do I submit WISeR PAs to Humata?	Submit by portal (fastest and preferred), fax, or mail.
When can I submit via portal?	Portal PA submissions will be available January 5, 2026 for services rendered on or after January 15, 2026. Services performed prior to January 15, 2026 are exempt from WISeR.
What is the portal URL?	https://psi.humatahealth.com
Do I need an account before submitting to the portal and how do I create one?	Yes, account creation is required before portal PA submission. To create an account: Click Get Started, enter email, and sign in using a passwordless magic link.
Can I share portal access with others and is there administrative portal access?	Logins are linked to individual email addresses and may not be shared. To request access for another user, please contact wiser.support@humatahealth.com Administrative portal access is a future enhancement.
What info is needed for portal registration?	Provider demographics including: NPI, PTAN, TIN or EIN Facility demographics including NPI, CCN, EIN
What can I do in the portal?	Submit new PA, monitor status, manage providers, view dashboard, obtain determination letters, resubmit.
What does the Manage Providers tab do?	Adding providers under <i>Manage Providers</i> enables autopopulation of demographics for future PA requests and avoids manual entry.
What is the fax number and mailing address for submissions?	Fax number: 617-843-6857 Mailing address: Humata Health - PO BOX 890092 Camp Hill, PA 17089-0092 (coversheet still required)
Do fax/mail submissions require a coversheet?	Yes, a fillable PA or ADR coversheet must be the first page. Coversheets available for download starting Jan 1, 2026 at https://www.humatahealth.com/
What if multiple codes map to different NCD/LCD criteria?	Submit a separate PA per criteria set/policy; only one UTN per NCD/LCD decision.
When should I resubmit vs submit new?	Resubmit for errors/omissions; clinical change = new PA.
How long is resubmission allowed and what must be included?	Within 120 days of original PA and must include all original clinicals plus anything additional; comments optional.
What is an Additional Documentation Request (ADR)? How do I respond to an ADR?	Humata will send the letter/request for additional medical records to support clinical review. Portal: enter claims ID + Medicare Beneficiary ID, upload clinicals, review & submit, track on dashboard. Providers have 45 days to submit all clinical documentation and no response results in an auto-denial.
Can I submit a PA or post-service prepayment claim to the MAC?	Yes, please visit the MAC's website for more information. For the fastest turnaround time, submitting through the MAC portal is highly recommended.
Who do I contact for portal or technical questions?	Email wiser.support@humatahealth.com