



Group Medicare Insights: The Humana difference

A trailblazer in healthcare interoperability: How Humana is leading the way, why this matters and what's in store for the future



In healthcare, interoperability refers to the timely and secure access, integration, and use of electronic health data to optimize patient health outcomes. Interoperability solutions play a key role in enabling a proactive, preventive approach that puts patients at the center of care.

Providers who are part of an interoperable ecosystem can easily access and share patient data such as medical records, lab results and medication lists— regardless of where a patient originally received care.

Humana's interoperability solutions ensure that vital information flows to the right people at the right time, making it easier for clinicians to focus on what matters most: delivering high-quality care to patients.



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An industry leader in interoperability

Humana was first in the industry to implement interoperability solutions, embedding them into the organization's operational framework in 2017. Since then, Humana has remained at the forefront of the interoperability space, with more connected health systems and more interoperability solutions in market than any of its competitors.

Humana's interoperability capabilities advance patient-centered care by streamlining provider workflows and reducing the administrative burden associated with accessing health data, freeing up time for providers and other healthcare workers.

For patients, this translates into fewer care delays and a more seamless experience at the point of care. When providers have timely access to more comprehensive patient information, care is enhanced, patient satisfaction improves and there's a higher chance for better outcomes.

What are Humana's interoperability solutions?

Humana employs three main interoperability solutions:



Medical authorization

Traditionally, a physician who orders a diagnostic test for a patient would need to spend time calling or faxing to request an authorization. With interoperability in medical authorization, the request can be submitted immediately within the physician's workflow—more than 50% of the time, the physician will receive instantaneous approval.



Point-of-care alerts

This solution supports physicians by automating insights for patient care opportunities. Humana enables preventive care by sharing specific information with providers, such as which patients are due for a colonoscopy or a mammogram—this type of information shows up in a point-of-care alert. Humana delivers over 10 million alerts annually, supporting clinician decision-making, contributing to quality-gap closure and enabling impactful care coordination.



Medical record retrieval

Interoperability in medical record retrieval facilitates the quick exchange of patient data across disparate healthcare systems, allowing providers to easily access the records they need. With this solution, providers see an average of 85% reduction in medical request letters and a 26% reduction in denials due to lack of medical records.

The benefit for Group Medicare clients and members

As a result of its relationship with a range of providers and the use of interoperable data exchange, Humana acts as a central health information hub. Data comes in from different sources, feeding into Humana's primary systems, and Humana facilitates access to this information.

Consider a scenario where a member switches to a new primary care provider. Humana can connect with the member's new doctor through electronic health record (EHR) partners, sharing all the medical information Humana has about the member, including information about previous health conditions.



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Through interoperability connections, Humana can also obtain information about the patient from an EHR company. Even in situations where a member had different payers, it's possible to get three years' worth of historical health data—this information can then be sent to the patient's doctor.

This is tremendously helpful for a new doctor who needs details regarding a patient's medical history so they can make informed decisions and deliver optimal care. In many cases, information is funneled directly into the provider's workflow, which allows them to refer to an EHR during the patient's visit instead of waiting to review records that come in after the fact.

Fast facts:¹

5.7 million

Humana members impacted by
interoperability solutions in 2024

650,000+

providers connected to Humana's
interoperability solutions

200 million

clinical records shared annually

1. "More Time for Care | Humana Interoperability" video, Humana, last accessed June 16, 2025, <https://www.youtube.com/watch?v=RLdtjUnCpB8>.

The future state: Medical device interoperability

While huge strides have been made in interoperability, there is still work to be done. For example, patients and providers may benefit tremendously from intelligent healthcare ecosystems that incorporate medical device interoperability.

Medical device interoperability is critical because of the important role these devices can play in preventing negative patient outcomes. Although poor outcomes are sometimes unavoidable due to a lack of information or erroneous information at the point of care, in some cases a bad outcome could have been averted if the right information had been delivered directly to the system at the patient's bedside.

From a Medicare perspective, there could be a use case for incorporating medical device interoperability into a larger data exchange framework. New rule changes, for example, may make it possible for Humana to use medical device readings to close a Stars gap or to confirm that a member's preventive care has been properly completed.

Initial conversations have already taken place about connecting medical devices to enable access to patient data, as well as what would be required for that type of information to flow into Humana's payer platform system. This indicates that a future state in which medical device interoperability as a reality may be on the horizon.

To learn more, visit [Humana Group Medicare](#)