

Humana 2023 Medicare Advantage

DENTAL OFFICE HANDBOOK

The information you need to administer Humana Medicare Advantage (MA) dental benefits



What's new in 2023?

Enhanced embedded dental benefits: 82% of patients will have embedded benefits that cover some major services. 90% of patients will have plans that cover periodontal scaling, which is important for any patients with gum irritation or inflammation.

New dental allowance plan: Patients can use up to the plan's annual maximum with no frequency limitations on services. This provides more flexibility for patients to receive the services they need, when they need them. Claims process and clinical review still apply.

New flexible allowance on the Humana spending account card: Patients can use up to the allowance provided for out-of-pocket dental, vision and hearing services. This gives patients the flexibility to choose which expenses they want to pay for with their allowance. Must be used for services that are covered by the embedded plan benefits.

New Florida GoldPlus Dental Network: Florida patients will now have access to a nationwide network.

This Dental Office Handbook can be found at [Humana.com/sb](https://www.humana.com/sb).

Dentists can call the Humana Provider Customer Service line for assistance at **800-833-2223**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Humana[®]

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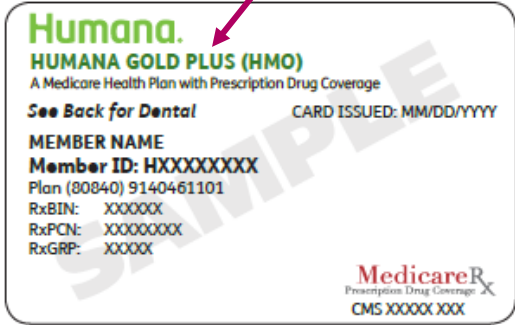
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I. MA ID card sample

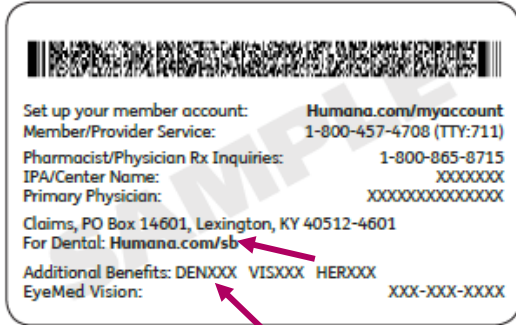
Humana members are not issued a separate dental identification card because their dental benefits are included on their Humana MA ID card. The medical network is shown on the front of the card. A DENXXX indicator identifies the patient’s dental plan on the back of the card.

This is the name of the medical network only.
It is not related to the dental network.



The image shows the front of a Humana MA ID card. It features the Humana logo, 'HUMANA GOLD PLUS (HMO)', and 'A Medicare Health Plan with Prescription Drug Coverage'. It includes fields for 'MEMBER NAME', 'Member ID: HXXXXXXXXX', 'Plan (80840) 9140461101', 'RxBIN: XXXXXX', 'RxPCN: XXXXXXXX', and 'RxGRP: XXXXXX'. A red arrow points to the Humana logo. The MedicareRx logo is at the bottom right.

You can find information about the dental network at [Humana.com/sb](https://www.humana.com/sb).



The image shows the back of a Humana MA ID card. It features a barcode at the top. Below it, there is contact information for setting up a member account, including 'Humana.com/myaccount', '1-800-457-4708 (TTY:711)', and '1-800-865-8715'. It also lists 'Pharmacist/Physician Rx Inquiries: 1-800-865-8715', 'IPA/Center Name: XXXXXXXX', and 'Primary Physician: XXXXXXXXXXXXXXXX'. A red arrow points to 'For Dental: Humana.com/sb'. Another red arrow points to 'Additional Benefits: DENXXX VISXXX HERXXX' and 'EyeMed Vision: XXX-XXX-XXXX'. A caption below explains that the six-character DEN code indicates the patient's plan.

Humana MA supplemental dental benefits are provided through the HumanaDental® Medicare Network for patients who purchased their plans in all states except Florida. MA patients who purchased their plan in Florida use the Florida GoldPlus Dental Network.

Name of network	Contract and fee schedules	States	Benefits
HumanaDental Medicare*	PPO	Nationwide	Members have in-network benefits or out-of-network benefits, depending on their plan.
Florida GoldPlus Dental	PPO	Nationwide	

*Your dental office may be contracted with this Medicare network through one of our dental network rental partners. See a list of these partners in Section V of this document.

We are encouraging our members to state the following when they call you for an appointment:
“I have dental benefits with my Humana Medicare Advantage plan. The dental benefits are provided by dentists in the HumanaDental Medicare Network (or by the Florida GoldPlus Dental Network in Florida).”

II. MA dental benefits for 2023

Refer to the table below to find the 2023 MA dental benefit document that matches the six-character DEN code listed on the back of your patient's Humana MA ID card.

These benefit documents, listed in numerical order, provide the covered American Dental Association (ADA) codes and benefit frequencies.

CLICK ON THE DEN NUMBER LINKS BELOW TO ACCESS THE 2023 HUMANA DENTAL BENEFITS

DEN002	DEN003	DEN007	DEN008	DEN010	DEN012	DEN013	DEN014	DEN019	DEN038
DEN042	DEN044	DEN046	DEN050	DEN053	DEN057	DEN059	DEN061	DEN070	DEN072
DEN078	DEN080	DEN081	DEN086	DEN088	DEN089	DEN091	DEN098	DEN109	DEN110
DEN112	DEN115	DEN121	DEN123	DEN130	DEN133	DEN142	DEN143	DEN144	DEN145
DEN150	DEN151	DEN152	DEN158	DEN170	DEN171	DEN178	DEN185	DEN186	DEN187
DEN189	DEN204	DEN205	DEN206	DEN207	DEN210	DEN211	DEN212	DEN213	DEN214
DEN215	DEN216	DEN217	DEN218	DEN219	DEN220	DEN221	DEN227	DEN228	DEN229
DEN230	DEN237	DEN242	DEN246	DEN277	DEN278	DEN279	DEN280	DEN281	DEN285
DEN286	DEN287	DEN288	DEN290	DEN291	DEN292	DEN293	DEN310	DEN311	DEN312
DEN313	DEN315	DEN316	DEN319	DEN322	DEN323	DEN325	DEN328	DEN329	DEN331
DEN333	DEN334	DEN336	DEN337	DEN338	DEN339	DEN343	DEN344	DEN345	DEN346
DEN347	DEN349	DEN350	DEN351	DEN352	DEN353	DEN354	DEN355	DEN356	DEN359
DEN360	DEN362	DEN363	DEN364	DEN365	DEN368	DEN369	DEN371	DEN372	DEN373
DEN374	DEN377	DEN378	DEN379	DEN380	DEN383	DEN385	DEN386	DEN389	DEN411
DEN412	DEN413	DEN414	DEN415	DEN416	DEN417	DEN418	DEN419	DEN432	DEN441
DEN444	DEN447	DEN448	DEN449	DEN458	DEN459	DEN468	DEN478	DEN489	DEN490
DEN491	DEN492	DEN493	DEN494	DEN495	DEN496	DEN497	DEN498	DEN502	DEN503
DEN504	DEN506	DEN510	DEN511	DEN526	DEN564	DEN567	DEN569	DEN603	DEN613
DEN616	DEN617	DEN622	DEN628	DEN631	DEN632	DEN634	DEN637	DEN647	DEN651
DEN653	DEN654	DEN660	DEN674	DEN677	DEN750	DEN756	DEN760	DEN767	DEN768
DEN781	DEN786	DEN787	DEN790	DEN791	DEN792	DEN794	DEN838	DEN839	DEN840
DEN843	DEN887	DEN888	DEN890	DEN898	DEN906	DEN933	DEN935	DEN946	DEN947
DEN948	DEN949	DEN951	DEN954	DEN958	DEN961	DEN975	DEN976	DEN977	DEN978
DEN979	DEN982	DEN983	DEN984						

The shaded cells indicate dental allowance plans. Patients can use up to the plan's annual maximum with no frequency limitations on services. This provides more flexibility for patients to receive the services they need, when they need them. Claims process and clinical review still apply.

The Humana MA dental benefit summary documents may update throughout the year. Therefore, it is best to access them using the links provided above (click on the DEN code to open link) rather than downloading or printing the documents. Updates will be listed as they occur.

III. MA dental benefits by state for 2023

Use this table to quickly identify MA dental benefits corresponding to the benefit plan designs available in your state. The links to these documents are found on page 4 of this handbook.

State	SEE PAGE 4 TO ACCESS THE 2023 HUMANA MA DENTAL BENEFITS
AL	080, 086, 187, 204, 205, 206, 207, 280, 281, 311, 351, 372, 374, 379, 432, 441, 478, 838, 843, 887
AK	N/A
AR	072, 080, 088, 204, 205, 310, 350, 351, 356, 369, 383, 389, 432, 447, 478
AZ	050, 072, 078, 080, 086, 109, 123, 189, 204, 205, 206, 207, 279, 310, 311, 313, 319, 359, 374, 377, 432, 478, 787, 838, 839, 840, 843, 887, 983, 984
CA	008, 012, 070, 072, 078, 086, 109, 110, 204, 205, 206, 207, 277, 280, 310, 311, 313, 316, 331, 344, 359, 432, 478, 786, 838, 839, 843, 887, 983
CO	050, 086, 178, 185, 206, 207, 356, 359, 377, 478, 768, 781, 787, 838, 840, 887, 984
CT	204, 364, 369, 372, 385, 432, 478
DE	010, 072, 088, 206, 207, 349, 447, 478, 838
FL	007, 013, 014, 081, 089, 143, 145, 444, 448, 459, 490, 506, 613, 616, 617, 622, 628, 631, 632, 634, 637, 647, 651, 653, 654, 660, 674, 677, 935, 949, 954, 958, 961
GA	010, 072, 080, 088, 158, 187, 204, 205, 280, 291, 350, 353, 377, 386, 478, 489, 787, 838, 840, 843, 887, 888, 951, 976, 978, 982, 984
HI	019, 086, 187, 204, 205, 322, 351, 359, 360, 432, 478
IA	050, 072, 080, 144, 204, 205, 319, 350, 378, 432, 468, 478
ID	010, 072, 080, 088, 130, 204, 205, 311, 334, 337, 353, 356, 389, 432, 478
IL	059, 072, 088, 098, 150, 158, 204, 205, 206, 207, 277, 279, 281, 311, 337, 350, 351, 369, 419, 432, 447, 449, 478
IN	044, 088, 133, 170, 204, 205, 246, 311, 316, 346, 355, 356, 360, 363, 365, 373, 374, 432, 478, 564, 567, 767, 786, 787, 840, 975, 976, 983, 984
KS	070, 072, 080, 088, 204, 205, 315, 329, 350, 351, 353, 355, 356, 365, 369, 419, 432, 478, 838, 843, 887
KY	044, 046, 142, 144, 170, 204, 205, 311, 316, 319, 325, 334, 350, 351, 355, 356, 360, 365, 371, 373, 432, 441, 478, 564, 767, 768, 786, 787, 840, 975, 976, 977, 983, 984
LA	070, 078, 080, 086, 088, 091, 112, 171, 204, 205, 290, 351, 432, 441, 447, 458, 478, 768, 787, 840, 984
MA	204, 350, 362, 372, 377, 432, 478
MD	072, 086, 088, 447, 478
ME	204, 207, 237, 279, 310, 350, 364, 372, 389, 432, 478, 838, 843, 887
MI	133, 356, 363, 364, 365, 373, 374, 380, 441, 478, 567, 750, 768, 839, 840, 975, 976, 983, 984
MN	057, 061, 072, 080, 187, 204, 205, 207, 277, 351, 371, 419, 432, 478, 843, 887
MO	070, 072, 080, 088, 144, 204, 205, 315, 328, 329, 337, 350, 351, 356, 365, 369, 389, 432, 447, 478, 838, 843

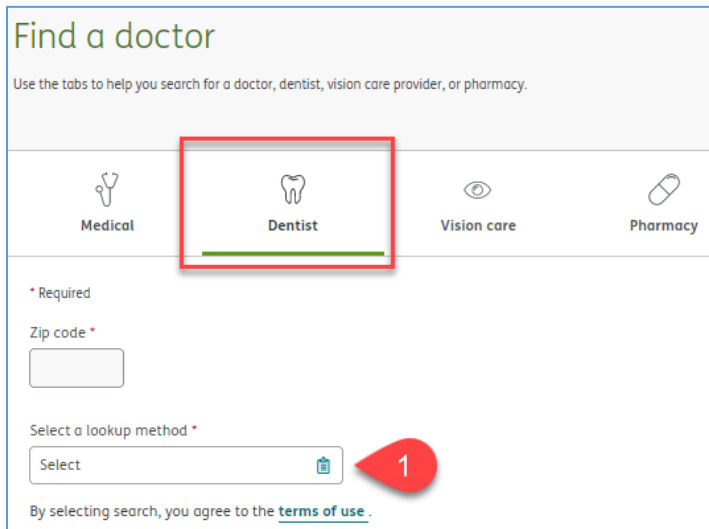
III. MA dental benefits by state for 2023 (continued)

State	SEE PAGE 4 TO ACCESS THE 2023 HUMANA MA DENTAL BENEFITS
MS	080, 086, 088, 171, 189, 204, 205, 351, 432, 441, 447, 478, 768, 840, 984
MT	010, 080, 088, 204, 205, 319, 339, 351, 432, 478
NC	010, 072, 088, 171, 204, 205, 206, 207, 350, 373, 432, 447, 468, 478, 768, 787, 838, 840, 843, 887, 984
ND	072, 080, 204, 205, 207, 281, 350, 351, 378, 419, 478, 843, 887
NE	050, 072, 142, 204, 205, 319, 350, 378, 432, 468
NH	123, 204, 286, 350, 372, 432, 478, 838, 840, 887, 984
NJ	044, 112, 123, 186, 205, 325, 355, 365, 371, 432, 478, 840, 978, 984
NM	206, 207, 287, 337, 356, 359, 368, 374, 377, 478, 768, 787, 838, 840, 887, 984
NV	072, 123, 204, 205, 280, 285, 288, 310, 312, 331, 353, 374, 432, 478, 603, 756, 787, 839, 948, 983, 984
NY	115, 133, 204, 205, 242, 310, 323, 338, 350, 364, 365, 369, 371, 377, 432, 478, 526, 564, 838, 887, 977, 983
OH	088, 121, 133, 151, 152, 204, 205, 206, 207, 246, 311, 351, 354, 356, 363, 365, 374, 432, 441, 478, 768, 786, 838, 840, 887, 975, 976, 983, 984
OK	044, 050, 072, 080, 088, 144, 204, 205, 319, 328, 337, 351, 353, 355, 356, 365, 368, 369, 377, 386, 432, 447, 458, 478, 838, 843, 887
OR	010, 042, 046, 072, 080, 088, 205, 313, 316, 353, 356, 379, 432, 478, 838
PA	038, 044, 050, 053, 142, 144, 204, 205, 206, 207, 246, 333, 350, 351, 354, 356, 371, 432, 478, 569, 768, 787, 838, 840, 843, 887, 978, 984
RI	019, 364, 373, 478
SC	010, 080, 088, 158, 204, 205, 280, 291, 329, 350, 353, 377, 432, 478, 489, 603, 787, 838, 840, 843, 887, 888, 951, 976, 978, 979, 984
SD	072, 080, 204, 205, 207, 281, 292, 311, 350, 351, 419, 478, 843, 887
TN	070, 086, 088, 091, 187, 204, 205, 206, 207, 334, 351, 356, 374, 379, 432, 441, 458, 478, 838, 843, 887
TX	059, 061, 150, 158, 204, 205, 277, 278, 279, 280, 281, 290, 291, 292, 347, 350, 353, 356, 478, 794
UT	010, 080, 088, 204, 205, 293, 337, 350, 432, 478
VA	008, 010, 046, 080, 086, 088, 091, 110, 171, 204, 205, 206, 207, 319, 334, 336, 337, 343, 350, 352, 432, 441, 447, 478, 786, 787, 838, 839, 840, 843, 887, 976, 983, 984
VT	123, 204, 350, 372, 432, 478, 840, 984
WA	010, 080, 088, 204, 205, 206, 207, 311, 313, 316, 325, 328, 334, 337, 345, 349, 353, 432, 478, 838
WI	057, 072, 150, 204, 205, 277, 279, 280, 281, 350, 351, 371, 419, 432, 449, 478, 750
WV	044, 050, 142, 144, 204, 205, 206, 207, 334, 350, 351, 354, 356, 365, 371, 432, 478, 767, 787, 838, 840, 843, 887, 976, 978, 984
WY	010, 080, 088, 205, 353, 432, 478

IV. Verifying your directory information

Please verify the information is correct in the Humana provider directory for your dental practice. Visit [Humana.com/FindADentist](https://www.humana.com/FindADentist) and follow the steps below.

If you find information that needs to be updated, please call the Humana Provider Customer Service line at **800-833-2223**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. If your dental office is contracted through one of our network partners, please contact that partner to update your information (see Section V).



Find a doctor

Use the tabs to help you search for a doctor, dentist, vision care provider, or pharmacy.

Medical **Dentist** Vision care Pharmacy

* Required

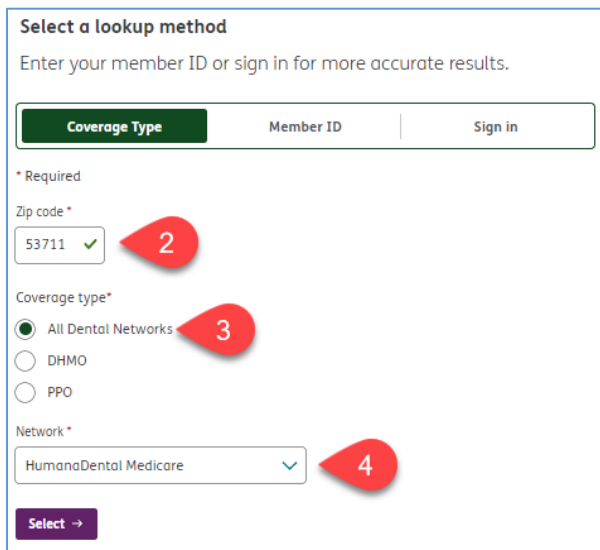
Zip code *

Select a lookup method *

Select

By selecting search, you agree to the [terms of use](#).

Depending on where you are located, select either HumanaDental Medicare Network or Florida GoldPlus Dental Network (in Florida).



Select a lookup method

Enter your member ID or sign in for more accurate results.

Coverage Type Member ID Sign in

* Required

Zip code *

53711 ✓

Coverage type*

All Dental Networks

DHMO

PPO

Network *

HumanaDental Medicare

Select →

V. Humana contact information

Access the “Welcome to the Humana Dental Medicare Network.” This **welcome guide** indicates how to submit MA claims (referred to as HumanaDental in the welcome guide). It also includes steps to access the secure dental website, where you can review patient eligibility and benefits.

Our dental provider website at **Humana.com/Provider/Dentist-Resources** offers information about:

- Dental credentialing and recredentialing
- Setting up electronic funds transfer
- Submitting claims online via DentalXChange
- Claims documentation – Humana Medicare payer ID is 73288 for dental claims (also referred to as HumanaDental)
- Medicare compliance regulations

Dentists can call the Humana Provider Customer Service line for assistance at **800-833-2223**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Your dental office may be contracted as part of the HumanaDental Medicare Network through one of our network partners. If so, please contact the partner network directly with questions, including questions regarding your listing in Humana’s provider directory. For claims questions, please call Humana Provider Customer Service.

Partners Humana works with include:

- American Dental Plan
- Careington
- CarePPO
- Connection Dental
- DenteMax
- Diversified Dental Services
- Premier Dental
- Total Dental Administrators
- United Concordia Dental