



Humana's dental service scorecard



More reasons to feel good about choosing a Humana Dental plan



Flexible plan designs

With almost 30 years of dental benefits experience, we offer dental plans with a range of deductibles, copayments and out-of-pocket cost options.



One of the largest PPO dental networks

We have over 333,000 dentist locations, and we're continually expanding our network. When choosing dentists in our PPO network,* members and their families can reduce the cost of covered care with our negotiated network discounts—typically saving an average of 38%* on covered services.



Information the way you want it

Sign in to [Humana.com](https://www.humana.com), call our automated information line, or talk to a Customer Care specialist. Enroll online, send us an electronic file, email a list enrollment spreadsheet, or download our enrollment forms.



Member education

Our newsletter educates members about their benefits and dental hygiene, helping prevent more costly claims.

At Humana, service is our passion. In fact, we keep score. Here's our scorecard for performance standards and results.

	Humana Dental†	Industry
Claims turnaround Claims processed within 14 calendar days	97.7%	95.2%‡
Financial accuracy Claims dollars paid correctly	99.5%	99.3%‡
Claims automatically adjudicated Claims processed without manual intervention	96.9%	80%‡
Average speed to answer call Seconds for associate to respond to a call	22 seconds	26 seconds**
Call abandonment The percentage of callers who hang up before reaching a representative	2.55%	1.5%**

* Network fees vary by geography and provider; members may experience negotiated fees more than or less than 38%.

† 2021 Humana Dental results

‡ 2020 National Association of Dental Providers Claims Processing Report

** 2021 National Association of Dental Providers Customer Contact Center Metrics

This communication provides a general description of certain identified insurance or non-insurance benefits provided under one or more of our health benefit plans. Our health benefit plans have exclusions and limitations and terms under which the coverage may be continued in force or discontinued. For costs and complete details of the coverage, refer to the plan document or call or write Humana, or your Humana insurance agent or broker. In the event of any disagreement between this communication and the plan document, the plan document will control.

Humana group dental plans are offered by Humana Insurance Company, HumanaDental Insurance Company, Humana Insurance Company of New York, The Dental Concern, Inc., Humana Medical Plan of Utah, Humana Health Benefit Plan of Louisiana, Inc., CompBenefits Company, CompBenefits Insurance Company, CompBenefits Dental, Inc., Humana Employers Health Plan of Georgia, Inc. or DentiCare, Inc. (d/b/a CompBenefits). In Arizona, group dental plans insured by Humana Insurance Company. In New Mexico, group dental plans insured by Humana Insurance Company. For Colorado: The Network Access Plan, which describes an access plan specific to your network, is available by calling the customer service number found on your Humana Vision ID Card/Dental ID card and requesting a copy. **Dental PPO Plans are not offered in all states.**