



Humana Medicare Advantage

2019 DENTAL OFFICE HANDBOOK

The information you need to administer
Humana's Medicare Advantage dental benefits



[Humana.com](https://www.humana.com)

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I. Medicare Advantage ID card sample

Humana's Medicare Advantage (MA) cards indicate the medical network on the front of the card, but not the dental network. A sample Humana MA ID card is shown below (members do not have a separate dental ID card).

This is the name of the medical network only (it is not related to the dental network).



The image shows the left side of a Humana Medicare Advantage ID card. It includes the Humana logo, plan name 'HUMANA GOLD PLUS (HMO)', and 'Dental Included'. It also lists member information like 'MEMBER NAME', 'Member ID: HXXXXXXXXX', and contact details. A watermark 'SAMPLE' is visible across the card.

Information about the dental network is provided at this website for dentists.



The image shows the right side of the Humana Medicare Advantage ID card. It features a barcode, a 'Member/Provider Service' number (1-800-457-4708), and contact information for dental services. It also lists 'Additional Benefits' with a six-character DEN code (DENXXX). A watermark 'SAMPLE' is visible across the card.

The six-character DEN code indicates which plan the patient has.

Humana MA supplemental dental benefits are provided through the **Humana Dental Medicare Network** for members who purchase their plans in all states except Florida. MA members who purchased their plan in Florida use the **Careington Medicare Network**.

Name of network	Contract and fee schedules	States	Benefits
HumanaDental Medicare*	PPO	Nationwide, for plans bought in any state except Florida	Members may have only in-network benefits or may also have out-of-network benefits, depending on their plan.
Careington Medicare	PPO	Florida only	

*Your dental office may be contracted with this Medicare network through one of our rental network partners. See a list of those 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 Humana Dental Medicare Network (or Careington Medicare Network in the case of Florida).”

II. Medicare Advantage (MA) dental (DEN) benefits for 2019

Refer to the table below to find the 2019 MA DEN 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. The summaries may be opened by left-click on the DEN number.

Humana 2019 MA DEN plans						
DEN002	DEN112	DEN126	DEN168	DEN765	DEN848	DEN976
DEN003	DEN113	DEN128	DEN170	DEN767	DEN849	DEN977
DEN007	DEN114	DEN133	DEN171	DEN768	DEN852	DEN978
DEN013	DEN115	DEN134	DEN175	DEN770	DEN856	DEN979
DEN014	DEN118	DEN135	DEN176	DEN772	DEN859	DEN980
DEN016	DEN119	DEN137	DEN178	DEN786	DEN887	DEN981
DEN017	DEN120	DEN138	DEN179	DEN787	DEN898	DEN982
DEN027	DEN121	DEN151	DEN181	DEN838	DEN916	DEN983
DEN064	DEN122	DEN152	DEN183	DEN839	DEN921	DEN984
DEN109	DEN123	DEN153	DEN756	DEN840	DEN946	DEN998
DEN110	DEN124	DEN154	DEN762	DEN843	DEN947	
DEN111	DEN125	DEN167	DEN763	DEN847	DEN975	

The Humana Medicare Advantage DEN benefit documents may update throughout the year, and therefore it is always best to access through the links provided above (left-click on the DEN number to open link) rather than downloading or printing the document.

As of May 1, 2019, the following DEN benefit documents were updated, so please be sure to access the new updated versions:

DEN013, 014, 027, 064, 118, 119, 134, 135, 137, 138, 151, 152, 153, 154, 167, 168, 170, 171, 175, 176, 178, 179, 181, 183, 763, 786, 787, 838, 839, 840, 859, 887, 979, 980, 981, 982, 983, 984

As of May 1, 2019, the following DEN benefit documents were added:

DEN002, 003, 898, 946, 947

As of September 1, 2019, DEN168 was updated.

III. MA DEN benefits by state for 2019

This table will allow you to quickly identify the MA DEN benefits that correspond to the benefit plan designs available for Humana Medicare Advantage in your state.

State	Humana MA DEN benefits
AL	171, 179, 181, 767, 838, 887, 981
AK	N/A
AZ	016, 121, 123, 133, 151, 756, 767, 786, 787, 838, 839, 840, 843, 887, 975, 976
AR	017, 111, 115, 124, 133, 170, 770, 787, 838, 839, 840, 843, 976, 977, 980, 983, 984
CA	016, 110, 115, 175, 786, 838, 839, 843, 975, 981, 983
CO	133, 767, 838, 840, 977, 983
CT	N/A
DE	110, 115, 839, 843, 887, 983
FL	007, 013, 014, 027, 064, 118, 119, 134, 135, 137, 138, 762, 763, 765, 847, 848, 849, 852, 856, 859, 887, 921, 998
GA	170, 181, 787, 838, 839, 840, 843, 887, 975, 976
HI	017, 110, 839, 840, 978, 983, 984
ID	109, 128, 154, 170, 838, 839, 887
IL	017, 124, 128, 153, 767, 770, 787, 838, 840, 843, 916, 976
IN	120, 133, 151, 152, 176, 756, 767, 768, 786, 838, 839, 840, 887, 975, 976, 983, 984
IA	125, 128, 153, 767, 838, 839, 840, 843, 975
KS	017, 114, 124, 133, 170, 756, 767, 770, 787, 838, 840, 843, 887, 916, 976, 983, 984
KY	111, 115, 120, 121, 151, 152, 176, 756, 767, 768, 786, 838, 839, 840, 887, 975, 976, 983, 984
LA	016, 110, 112, 122, 126, 151, 154, 171, 179, 181, 756, 768, 786, 838, 839, 981
MD	768, 840, 984
ME	016, 123, 772, 839, 840, 887, 984
MA	N/A
MI	017, 111, 115, 121, 133, 151, 152, 176, 756, 767, 768, 787, 838, 839, 840, 887, 916, 976, 983, 984
MN	125, 128, 153, 838, 843, 916, 982
MS	016, 017, 110, 126, 154, 171, 179, 181, 756, 768, 786, 838, 976, 983, 984

III. MA DEN benefits by state for 2019 (cont.)

State	Humana MA DEN benefits
MO	016, 124, 170, 181, 183, 756, 767, 770, 787, 838, 839, 840, 843, 916, 976, 980, 982, 983, 984
MT	111, 115, 128, 153, 786, 838, 843
NE	115, 125, 128, 153, 838, 839, 843, 975
NV	017, 122, 151, 152, 756, 787, 838, 839, 840, 843, 887, 976, 981, 984
NH	114, 123, 840, 887, 984
NJ	123, 170, 767, 768, 840, 887, 976, 978, 984
NM	133, 767, 838, 840
NY	114, 115, 133, 756, 768, 770, 839, 840, 887, 975, 976, 977, 978, 979, 981, 982, 983, 984
NC	110, 113, 176, 178, 756, 768, 770, 838, 839, 840, 843, 887, 982, 983, 984
ND	125, 128, 153, 787, 838, 843, 976, 982
OH	120, 121, 122, 133, 151, 152, 176, 767, 768, 786, 838, 839, 840, 887, 975, 976, 983, 984
OK	017, 115, 121, 124, 133, 151, 170, 787, 838, 840, 843, 887, 976, 984
OR	109, 128, 154, 170, 838, 839, 887
PA	017, 109, 128, 153, 154, 170, 175, 756, 767, 838, 839, 840, 887, 976, 983, 984
RI	N/A
SC	167, 170, 181, 838, 839, 840, 843, 887, 975, 976
SD	125, 128, 153, 787, 838, 839, 843, 975, 976, 982
TN	168, 171, 179, 181, 756, 768, 838, 839, 975, 981
TX	017, 113, 122, 125, 151, 170, 176, 756, 770, 838, 843, 887, 916, 976, 977
UT	123, 170, 840, 887
VA	110, 114, 179, 756, 838, 843, 887, 975, 983
VT	N/A
WA	109, 128, 154, 170, 176, 838, 839, 887
WV	128, 153, 154, 170, 767, 838, 839, 840, 887, 975, 976, 978, 983, 984
WI	017, 110, 120, 125, 128, 151, 153, 767, 786, 787, 838, 840, 843, 916, 982
WY	N/A

IV. Information regarding the provider directory

Please verify that the information in our provider directory for your dental practice is correct. Visit **Humana.com/finder/dental** and follow the steps below.

Find a doctor

Search type ?

Dental

→ Go

* Required

- * Coverage type ?
 - ☒ All Dental Networks
 - ☐ DHMO
 - ☐ PPO
- * ZIP code ?

53711
- * Network ?

HumanaDental Medicare
- * Search ?

All

Enter a name or specialty. Please note that the search area for results defaults to 15 miles. Continue to the search results page to adjust this distance. If you don't know the specialty, you can choose from our list of [specialties](#).

If you find information that needs to be updated, please call Humana Provider Customer Service at **1-800-833-2223**. (**Note:** If your dental office is contracted through one of our network rental partners, you should contact that partner to update your information. See Section V.)

V. Humana contact information

Access the “**Welcome to the Humana Dental Medicare Network**” and learn more about our secure dentist site, where you can review patient eligibility and benefits, etc.

Our dental provider website at Humana.com/provider/dentist-resources provides information about:

- Dental credentialing and recredentialing
- Setting up electronic funds transfer
- Submitting claims online via DentalXChange
- Claims documentation (the Humana Medicare payer ID is 73288 for dental claims)
- Mandatory Medicare compliance regulations
- And more

If you have questions, please call Humana Provider Customer Service at **1-800-833-2223**.

Your dental office may be contracted as part of the Humana Dental Medicare network through one of our network rental partners. If so, please contact them directly with questions, even questions regarding your listing in Humana’s provider directory. (**Note:** Even if you are contracted through a network rental agreement, please call Humana Provider Customer Service with claims questions.)

The partners that Humana works with include:

- American Dental Plan
- Careington
- CarePPO
- Dentemax
- Diversified Dental
- Premier Dental
- Connection Dental
- Total Dental Administration

VI. Cumulative list of the MA DEN benefits

Access the cumulative listing [here](#).



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