

Humana Dental Highlights

A publication of HumanaDental®

Quarter 1 -2023

Happy New Year!

CAQH helpful tips!

What is CAQH ProView? A web-based solution used to capture and share accurate, timely, electronic, self-reported provider data used for credentialing. This application will only take about 30 minutes to complete and then you will never have to enter your information again for Humana. All you must do is update your information to ensure currency. You will receive a CAQH ID from the American Dental Association (ADA). You are not required to become a member of the ADA, only register via the ADA portal to receive your ID. If you need help retrieving your 9 digit ADA User ID, call the ADA Member Service Center at 800-621-8099.

Completing the online form requires 5 steps and it is at no cost to you:

- Register with CAQH ProView
- Complete the online application and review the data
- Authorize access to the information
- Verify the data and/or attest to it
- Upload and submit supporting documents

For assistance contact CAQH below:

Provider log in [CAQH ProView - Sign In](#)

Email: documents@proview.caqh.org - include CAQH ProView ID and name in the subject line – can take 2-3 days to upload to the provider's file

CAQH ProView customer service phone number: 888-599-1771

How to administer the new Medicare advantage spending account card flex allowance

A new offering for some 2023 Medicare Advantage (MA) plans is the Dental/Vision/Hearing Flex Allowance. These plans feature a Humana Spending Account Card (image below) that includes a flexible allowance that can be used on dental, vision and hearing services which are covered by the MA plan. For example, the flex allowance can be used toward out-of-pocket expenses for the services listed in the 2023 DEN^{xxx} descriptions located in the Dental Office Handbook on Humana.com/sb.



(Note: Members on certain co-branded Humana-USAA Honors Plans featuring flex allowance will receive a USAA Health Flex card instead of the Humana Spending Account Card.)

When using the flex allowance on the spending account card, the dental insurance benefit (DENxxx) should be applied first (by submitting a claim to Humana), and then the flex allowance can be used for out-of-pocket expenses for 2023 covered services.

Here is an example:

If the patient has covered fillings, and uses the Mandatory Supplemental Benefit DENxxx for those fillings, but then hits their annual max of \$1,000. The patient can then use their flex allowance to pay toward this remaining out-of-pocket balance for covered services.

Patients can use their flex allowance at participating providers who accept Visa and whose primary business is dental, vision or hearing.

Questions? Call Provider Customer Service at 800-833-2223.

Our new Medicare benefits for 2023

Humana supports our in-network dentists by making it easy to work with us and easy for patients to use their benefits. We're excited for our enhanced 2023 Medicare benefits and want to highlight these new plans and their benefits.

As a reminder, all MA dental benefits use a preferred provider organization (PPO) network. The patient's ID card may say HMO, but that is only related to their medical benefits.

Take a look at some of our enhanced 2023 MA plan benefits:

- **Richer embedded dental benefits:** 82% of members will have embedded benefits that cover some major services. Approximately 90% of members will have plans that cover periodontal scaling.
- **New dental allowance plan:** Patients can use up to the annual maximum of the plan with no frequency limitations on services. This provides more flexibility for patients to receive the services that 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. Flexible allowance must be used for services that are covered by the embedded plan benefits.

- **New network for Florida MA members:** Patients who bought their MA plan in Florida will have access to a nationwide network, meaning they can seek in-network care in and outside of Florida. The new network for Florida is called the Florida GoldPlus Dental Network. The network for patients who buy their plan outside of Florida is the HumanaDental® Medicare Network.

Please remember that benefits vary by plan. Be sure to verify the specific coverage of your MA patients with the 2023 Dental Office Handbook that can be found at [humana.com/sb](https://www.humana.com/sb) beginning Oct. 15. Provider customer service contact information is also available in the handbook.

Tips for submitting dental X-rays

Dental X-rays and attachments play an important role in getting your insurance claims processed. X-rays and attachments provide evidence to support the need for procedures performed when billing an insurance carrier. The quality of the X-ray is vital for proper and prompt adjudication of your claims.

Here are some tips to ensure the X-rays you submit will not delay claim processing.

- Submit electronically if possible.
- Please do not send photocopies or fax X-ray images. Faxing severely affects image quality.
- Make sure the X-ray supports the specific claim.
- Submit the type of X-ray requested (See claim attachment guidelines [Dentist Resources on Humana website](#)).

Best practices with Availity

Important Reminders for Q1-2023:

Verify patient benefits

It is always important to verify patient benefits especially around the fourth quarter and beginning of the new year. This is often a time of change for employer group coverage and individual benefits. Benefit changes can even occur to your long-time patients. It is a good practice to run a current inquiry to avoid any surprises.

Register for Availity

Humana has transitioned to Availity Essentials to make it easier for you to work with us. By registering, your practice will have access to the latest Humana tools and resources:

- Check patient eligibility, dental benefits and claims status
- Complete other secure administrative tasks

If you are already registered, log into [Availity Essentials](#) and select Patient Registration > Eligibility & Benefits Inquiry to check your patients' current dental benefits. Be sure to select **Humana Dental** as the payer.

Get started now

[Learn more about how to register and get started with Availity.](#)

- Availity Client Services at 800-AVAILITY (282-4548) can help with registration questions. Assistance is available Monday – Friday, 8 a.m. – 8 p.m., Eastern time (excluding holidays).
 - If your organization is not yet registered, please visit this [Microsite](#) that was created just for our Humana Dental providers. It contains links to previously recorded live trainings as well as information about how to sign up for future trainings.
 - There is also a helpful [Humana Dental to Availity Portal Crosswalk](#) to guide you on functions you previously performed on the Humana Dental or CompBenefits portals.
- Already registered? Be sure to check out the Resources tab in the Humana Dental payer space. Here you will find helpful topics such as our provider handbook, claim attachment guidelines and much more.

Sam's Club – new for 2023

- Humana is launching a new **discount plan** available exclusively for Sam's Club members that will be available in these states:

Alabama, Alaska, Arizona, Colorado, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, North Carolina, North Dakota, Nebraska, New Hampshire, New Mexico, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Virginia, Vermont, Washington, D.C., Wisconsin, West Virginia and Wyoming.

- The Dental Savings Plan will only be available through the Sam's Club membership site.
- Members will receive an ID card showing their effective date in this discount plan.
- As a Humana Dental provider, you will simply charge the member based on your PPO fee schedule.
- There are no claims submitted and members pay the provider at the time of service.

Current Dental Terminology® American Dental Association

To enable quick and timely processing of your claims, please remember to include the following information when submitting a claim: Tax Identification Number (TIN), rendering dentist and practice location.

Claims Attachment Guidelines

Thank you for treating patients with Humana coverage. Select this [link](#) to obtain the list of procedures and codes for which Humana typically requires specific information to process claims (e.g., X-rays, narratives, etc.).

2023 CDT code changes

Annually, the ADA updates and adds new Current Dental Terminology (CDT) codes. In Q1 2023 we would like to share with our providers how Humana plans to cover these codes as well as share with you the changes to the CDT codes.

Plan coverage varies by product or group benefits. For benefits, please submit a pre-authorization or call Humana at the number on the back of the member's ID card.

Helpful links to make your life easier

Numbers To Know

Humana's automated customer service line that provides claims and patient information. When calling, please have the following information handy.

- TIN
- Patient's name, date of birth and Humana ID
- Date(s) of service

○ [Medicare Handbook](#)

○ [Provider Manual](#)

○ [Dentist Resources](#)

Have Questions? Give us a call!

HumanaDental/Medicare Dental

800-833-2223

Monday – Friday, 8 a.m. – 8 p.m., Eastern time

HumanaDental Highlights is a quarterly publication for dental providers throughout the Humana network.