

Humana Dental Highlights

A publication of HumanaDental®

Quarter 3 -2022

Important Information at a Glance

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 <https://www.humana.com/provider/dentist-resources>).

Advisory to Illinois providers

Illinois hold-harmless clause

Humana is updating all of our provider agreements as mandated by the state of Illinois to include the hold-harmless clause required by section 215 ILCS 130/2008(a)*. Legislation text is available [here](#).

Humana has begun contacting Illinois providers to sign the new service agreement. By signing the new service agreement, you are helping Humana become compliant with this regulation.

No action is needed at this time. You will be contacted by a Humana representative **via email** soon with instructions on completing the new agreement.

*Section 215 ILCS 130/2008(a)

Humana and **Dentist(s)** agree that the following provisions are incorporated into the Agreement as they relate solely to the extent specifically required to ensure compliance with Illinois laws, rules and regulations ("State Law Attachment"). To the extent required to comply with the laws of the state of Illinois, where the provisions of this Attachment conflict with the terms and conditions of the Agreement, this Attachment will control the relationship between the Parties. To the extent the Agreement covers any Medicare Advantage line(s) of business, the Parties further agree that none of the provisions of this attachment apply to same.

I. Hold Harmless

Dentist agrees that in no event, including but not limited to nonpayment by **Humana** of amounts due Dentist under this Agreement, insolvency of **Humana** or any breach of this Agreement by **Humana**, shall **Dentist** or its assignees or subcontractors have a right to or seek any type of payment from, bill, charge, collect a deposit from, or have any recourse

against, the Member, persons acting on the Member’s behalf (other than **Humana**), the employer or group contract holder for services provided pursuant to this Agreement; except for the payment of the applicable Copayments for services covered by the organization or fees for services not covered by **Humana**. The requirements of this section shall survive any termination of this Agreement for services rendered prior to such termination, regardless of the cause of such termination. **Humana’s** Members, the persons acting on the Member’s behalf (other than **Humana**), and the employer or group contract holder shall be third party beneficiaries of this section. This section supersedes any oral or written agreement now existing or hereafter entered into between **Dentist** and the Member, persons acting on the Member’s behalf (other than **Humana**) and the employer or group contract holder. The provisions of this section apply notwithstanding anything to the contrary in the Agreement.

Payer ID Dental-only ID cards

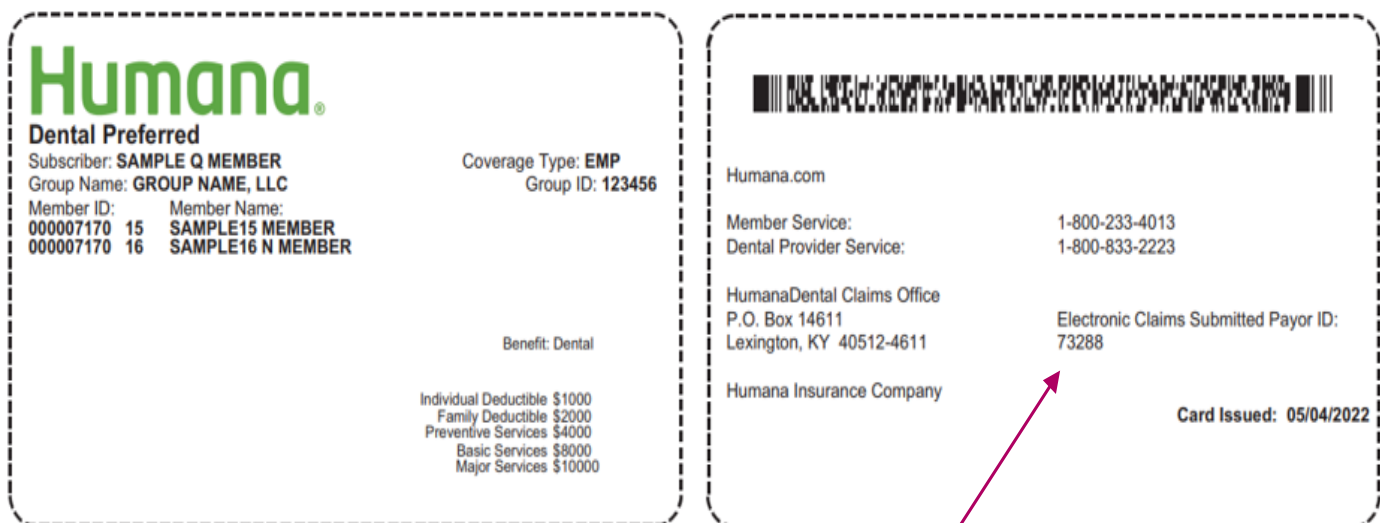
Electronic claim submission can help expedite your cash flow and decrease administrative costs. To make it a little easier for your practice to submit claims electronically, we have added our electronic payer ID to the ID card for all of our dental-only products.

A sample HumanaDental ID card is shown below. The payer ID number appears on the back. To submit a claim electronically, find a clearing house through your practice management software vendor. Simply let the clearinghouse know our payer ID.

- HumanaDental payer ID:73288 – Used when submitting claims for our Medicare Advantage (MA), group dental and Smart Choice dental products.
- CompBenefits payer ID:CX021 – Used when submitting claims for our individual dental products such as Complete Dental and Preventative Value.

You also can submit claims via DentalXChange(DXC). DXC works with all major practice management software systems.

Please note that a valid National Provider Identifier (NPI) also is required on an electronic claim submission.



This five-character electronic payor ID is required when submitting claims electronically through a clearinghouse.

2022 CDT code changes

Annually, the ADA – American Dental Association updates and adds new Current Dental Terminology (CDT codes. Follow this [link](#) to view the list of new, deleted and updated codes for 2022.

Note: The new ADA CDT codes may or may not be covered, as plan coverage varies by product or group benefits. To determine benefit coverage, request preauthorization or call Humana at the number on the back of the patient’s Humana ID card.

Humana claim attachment guidelines

Thank you for treating patients with Humana coverage. Below is a list of procedures and codes for which Humana typically requires specific information to process claims. Under certain circumstances, additional information may be requested for procedures not listed below. Please note that not all procedures are covered benefits under all plans administered by Humana.

Code	Information needed	Code	Information needed
D0160, D0180, D0340	Detailed narrative*	D4381	Current periodontal charting and prior periodontal history, including dates of service, teeth, arches and/or quadrants
D2330, D2331, D2332, D2335	Detailed narrative* and preoperative radiographs	D4910	Prior periodontal history
D2390, D2930	Preoperative radiographs	D4920	Detailed narrative*, including whether the patient was seen for follow-up visits
D2510 through D2794	Preoperative radiographs; if the restoration is a replacement, also include the date of prior insertion and reason for replacement.	D5110 through D5283	<ul style="list-style-type: none"> • Extraction date for each tooth • Preoperative complete series of radiographs or panoramic film • Initial/replacement, the age of existing prosthodontic and narrative for replacement • Prior carrier**
D2940	Bitewing radiograph and detailed narrative*	D5620, D5621, D5622	Detailed narrative*, including what was done to the framework
D2950	Preoperative radiographs	D5982	Detailed narrative*
D2952, D2953, D2954, D2957	Preoperative radiographs and date of completed root canal	D6010, D6013, D6040, D6050, D6055 through D6079, D6110 through D6117, D6194, D6195	<ul style="list-style-type: none"> • Extraction date for each tooth • Preoperative complete series of radiographs or panoramic film • Initial/replacement, the age of the existing implant, pontic or denture, and narrative for replacement • Prior carrier**

D4273, D4275, D4277, D4278, D4283, D4285	Periodontal charting or detailed narrative with the millimeter (mm) of recession or lack of attached gingiva/keratinized tissue for each tooth. Preoperative radiographs (not panoramic film) also are required if the tooth is missing or has an implant.	D7995, D7996	Detailed narrative* and preoperative complete series of radiographs or panoramic film
D4274	Periodontal charting and preoperative radiographs (not panoramic film)	D9130, D9410, D9420, D9930, D9442, D9944, D9945, D9946	Detailed narrative*
D4341, D4342	Periodontal charting and preoperative radiographs (panoramic film is not acceptable)	D9220 through D9243	Anesthesia records and detailed narrative*
D4346	Detailed narrative*, periodontal charting and preoperative radiographs; full mouth radiograph(not a panoramic film)		

*A detailed narrative should include any pertinent diagnostic data, a description of any unusual circumstances that impacted the treatment and the reason the procedure was performed.

**Prior carrier information is needed only when a tooth extraction was done prior to the member becoming effective with Humana.

Humana does not request that radiographs be taken solely for benefit determination purposes. Radiographs should be dated, properly labeled and of diagnostic quality according to accepted standards of care. Please do not send photocopies. DXC Attachment Services or National Electronic Attachment (NEA) FastAttach™ can be used for submitting digital radiographs or other required attachments. While intraoral photographs are not required, Humana would be pleased to accept and review them if you feel that they will assist us in making a benefit determination.

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, rendering dentist and practice location.

Making It Easier for you and your dental practice

At Humana, we are always working to make sure that you and your staff get the important information you need quickly. That's why we are committed to improving our provider experience based on feedback from you and your peers. Humana will continue to make changes to improve your experience, but we wanted to share current progress:

Availity Essentials

Humana has transitioned to Availity Essentials (formerly Availity Portal) to make it easier for you to work with us. Through Availity Essentials you can:

- Check eligibility and benefits, and claim status
- Complete other secure administrative tasks

Medicare Advantage Update

The Humana 2022 Medicare Advantage (MA) Dental Office Handbook is now available on [Humana.com/sb](https://www.humana.com/sb). It includes important information about patients' Humana MA supplemental dental benefits. We also have a brief informative video about Humana MA dental benefits.

Helpful resources to make your life easier:

- Medicare handbook
- Provider manual
- Dental provider resource center

Our commitment to continuous improvement is paying off!

Provider customer service & dental claims metrics:

Measurement	Description	2019 Results	2020 Results	2021 Results
Service level	Percent of calls answered within 30 sec.	60.48%	79.99%	83.37%
Net promoter score (t)	Measurement of loyalty to a company based on after-call survey	38	41	58
Turnaround time	90% of clean claims processed within 14 calendar days	96.87%	97.34%	97.73%
Cycle time	98% of clean claims processed within 30 calendar days	98.96%	98.85%	99.28%
First pass	Claims automation	80.38%	92.74%	97.96%

Predeterminations spotlight

- Predeterminations are not required but rather recommended by Humana. They can help members determine their out-of-pocket expense when a service is going to cost more than \$300. Predeterminations also help members determine if a service is covered.
- Dentists submitting predeterminations should refer to the claim documentation guideline to determine if the specified service requires diagnostics. Submitting the required diagnostics with the predetermination can help to facilitate timely processing.

Helpful links to make your life easier

- [Medicare Handbook](#)
- [Provider Manual](#)
- [Dentist Resources](#)

Numbers To Know

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

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

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.