



Humana 2020

Medicare Advantage

DENTAL OFFICE HANDBOOK

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

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I. Medicare Advantage ID card sample

Humana's Medicare Advantage (MA) ID cards show the medical network on the front of the card, but not the dental network. A sample Humana MA ID card appears 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.



You can find information about the dental network at this website.



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
Humana Dental Medicare*	PPO	Nationwide, for plans purchased in any state except Florida	Members have in-network benefits or 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 in Florida, by the Careington Medicare Network).”

II. Medicare Advantage (MA) dental (DEN) benefits for 2020

Refer to the table below to find the 2020 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-clicking on the DEN number.

CLICK ON THE LINKS BELOW TO ACCESS THE 2020 HUMANA DENTAL BENEFITS

DEN002	DEN112	DEN134	DEN175	DEN301	DEN777	DEN852	DEN977
DEN003	DEN114	DEN135	DEN176	DEN302	DEN786	DEN856	DEN978
DEN007	DEN115	DEN137	DEN178	DEN303	DEN787	DEN859	DEN979
DEN013	DEN118	DEN138	DEN179	DEN420	DEN790	DEN887	DEN980
DEN014	DEN119	DEN151	DEN181	DEN545	DEN791	DEN890	DEN981
DEN016	DEN120	DEN152	DEN182	DEN756	DEN792	DEN898	DEN982
DEN017	DEN121	DEN153	DEN183	DEN760	DEN838	DEN906	DEN983
DEN021	DEN122	DEN154	DEN184	DEN762	DEN839	DEN916	DEN984
DEN027	DEN123	DEN167	DEN185	DEN763	DEN840	DEN933	DEN998
DEN064	DEN125	DEN168	DEN186	DEN765	DEN843	DEN946	
DEN109	DEN127	DEN169	DEN187	DEN767	DEN847	DEN947	
DEN110	DEN128	DEN170	DEN188	DEN768	DEN848	DEN975	
DEN111	DEN133	DEN171	DEN192	DEN770	DEN849	DEN976	

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 April 1, 2020, the following DEN benefit documents were updated, so please be sure to access the new updated versions: DEN002, 003, 138, 169, 183, 420, 786, 791, 792, 898, 906, 916, 946, 981, 983.

III. MA DEN benefits by state for 2020

Use this table to quickly identify MA DEN benefits corresponding to the benefit plan designs available for Humana MA in your state.

State	CLICK ON LINKS BELOW TO ACCESS THE 2020 HUMANA MA DEN BENEFITS
AL	110, 123, 179, 181, 185, 187, 768, 838, 840, 887, 983, 984
AK	N/A
AZ	109, 123, 133, 186, 768, 786, 787, 838, 839, 840, 843, 975
AR	109, 115, 123, 133, 170, 181, 787, 838, 839, 840, 843, 887, 975, 976, 980, 983, 984
CA	109, 110, 115, 175, 185, 786, 838, 839, 843, 887, 975, 983
CO	133, 186, 768, 838, 840, 977, 983
CT	N/A
DE	110, 171, 181, 839, 843, 887, 983
FL	007, 013, 014, 021, 027, 064, 118, 119, 134, 135, 137, 138, 420, 762, 763, 765, 847, 848, 849, 852, 856, 859, 998
GA	127, 153, 154, 170, 171, 179, 182, 184, 188, 545, 777, 787, 838, 840, 843, 887, 916, 976, 979, 982
HI	110, 839, 840, 843, 887, 976, 983, 984
ID	109, 123, 127, 154, 170, 192, 838, 839, 887, 984
IL	017, 123, 128, 153, 184, 767, 770, 786, 787, 838, 840, 843, 916, 975, 976, 983, 984
IN	120, 121, 122, 133, 151, 152, 176, 767, 768, 786, 838, 840, 887, 975, 976, 983, 984
IA	125, 128, 153, 838, 839, 843, 975
KS	110, 114, 123, 133, 184, 186, 187, 787, 838, 839, 840, 843, 887, 976, 983, 984
KY	112, 120, 121, 122, 151, 152, 176, 178, 767, 768, 786, 838, 839, 840, 887, 975, 976, 977, 983, 984
LA	110, 112, 171, 179, 181, 185, 768, 838, 839, 983
MD	171, 768, 840, 984
ME	114, 123, 840, 887, 984
MA	N/A
MI	017, 110, 121, 133, 151, 152, 176, 767, 768, 787, 838, 839, 840, 887, 975, 976, 983, 984
MN	125, 128, 153, 187, 838, 843, 916, 978, 984
MS	110, 171, 183, 188, 768, 786, 838, 983, 984

III. MA DEN benefits by state for 2020 (cont.)

State	Humana MA DEN benefits
MO	110, 123, 170, 181, 183, 184, 186, 187, 786, 787, 838, 839, 840, 843, 887, 916, 975, 976, 980, 983, 984
MT	111, 115, 128, 153, 786, 838, 843
NE	115, 125, 128, 153, 838, 839, 843, 975
NV	109, 122, 123, 151, 152, 175, 185, 187, 756, 787, 838, 839, 840, 843, 887, 976, 983, 984
NH	114, 123, 840, 887, 984
NJ	109, 122, 123, 151, 152, 187, 768, 839, 840, 887, 978, 983, 984
NM	179, 186, 768, 838, 840
NY	115, 133, 184, 185, 187, 768, 839, 840, 887, 975, 976, 977, 978, 979, 983, 984
NC	110, 178, 181, 187, 768, 838, 839, 840, 843, 887, 983, 984
ND	125, 128, 153, 787, 838, 843, 916, 976
OH	110, 120, 121, 122, 133, 151, 152, 176, 767, 768, 786, 838, 839, 840, 887, 975, 976, 983, 984
OK	123, 133, 184, 187, 188, 787, 838, 839, 840, 843, 887, 975, 976, 983, 984
OR	109, 127, 154, 170, 838, 839, 887, 983
PA	122, 128, 151, 152, 153, 154, 170, 176, 182, 767, 768, 838, 840, 887, 976, 977, 978, 982, 983, 984
RI	N/A
SC	127, 153, 154, 167, 170, 171, 176, 182, 187, 188, 777, 838, 839, 840, 843, 887, 916, 975, 976, 979
SD	125, 128, 153, 787, 838, 839, 843, 916, 975, 976
TN	110, 121, 168, 169, 179, 181, 185, 187, 838, 839, 975
TX	125, 176, 184, 186, 756, 768, 770, 838, 843, 887, 976, 977, 979, 980
UT	123, 170, 840, 887
VA	110, 114, 179, 838, 839, 840, 843, 887, 975, 976, 983, 984
VT	N/A
WA	109, 127, 154, 170, 188, 838, 839, 887
WV	128, 153, 154, 170, 176, 179, 186, 767, 838, 840, 887, 976, 978, 981, 984
WI	017, 110, 120, 125, 128, 151, 153, 767, 786, 787, 838, 839, 840, 843, 916, 978, 984
WY	N/A

IV. Verifying your directory information

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

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

53711
3. * Network ?

HumanaDental Medicare
4. * 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**. If your dental office is contracted through one of our network rental partners, please contact that partner to update your information. See Section V.

V. Humana contact information

Access the “**Welcome to the Humana Dental Medicare Network**” (Click [HERE](#)) and learn more about our secure dentist site, where you can review patient eligibility, benefits and more.

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 – the Humana Medicare payer ID is 73288 for dental claims
- 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 the partner network directly with questions, even questions regarding your listing in Humana’s provider directory. The one exception is for questions about claims: Please call Humana Provider Customer Service with claims questions.

The partners Humana works with include:

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