

# Humana.com Dental Provider Portal Troubleshooting Guide

On occasion, Humana receives inquiries from dental providers. Here are some of the most common ...

How do I register for the Dental Provider Portal?

To register for the Dental Provider Portal, you will need to access the [registration page](#) and select Dentist as the user type. You will need the following information:

- Information from two checks that you have received from Humana.
  - Check number
  - Date
  - Amount
- Demographic information on your organization
- Your Tax Identification Number

If you need help, please call customer service at 1-800-833-2223 for assistance. Hours of operation are Monday through Friday 8 a.m. to 8 p.m. Eastern time.

I would like to register for Humana.com but I do not have two checks or those checks cannot be verified.

You will still be able to register for Humana.com through the paper application process.

From the Dental Provider Portal page, click “Register Later” instead of “Register Now.” You will be taken to an alternate registration process that will include printing out your paper application and sending it to the Humana Dental IT Security team for verification. Once the Humana Dental IT Security team has processed the paper application, they will mail you a temporary password you can use to log in for the first time. You will then have the ability to create a new password.

What is the Primary Access Authority (PAA)?

Keeping our provider information secure is of the utmost importance to Humana. During the registration process, one of the steps is to designate a Primary Access Authority (PAA). This individual can create profiles and grant access privileges for other users in the office. Customer service representatives can communicate with the PAA only about access issues.

If the PAA leaves your office, you can have your PAA updated by submitting the Web Access Change form. You can access this form by logging in to the secure dental provider portal and

accessing the Print Security Forms and Documents page from the Web Maintenance menu. If you do not have access to the portal, please call customer service at 1-800-833-2223 for assistance. Hours of operation are Monday through Friday 8 a.m. to 8 p.m. Eastern time.

I forgot my username.

Usernames for the Dental Provider Portal cannot be retrieved online. Your office's registered PAA will need to call customer service at 1-800-833-2223. Hours of operation are Monday through Friday 8 a.m. to 8 p.m. Eastern time.

I forgot my password.

If you have the username you created during registration, you can reset your password by answering your security question on the [Password Reset page](#).

Someone in your office chose this security question during the registration process. If you cannot recall the answer to the security question, your office's registered PAA will need to call customer service at 1-800-833-2223. Hours of operation are Monday through Friday 8 a.m. to 8 p.m. Eastern time.

I am logged in to Availity.com. Why can't I see dental claims or member information?

**Dental providers should not register for or utilize the Availity portal.**

Availity.com provides transaction services – including claims, benefits and eligibility verification – through their portal to **medical** providers only. Dental providers can access these same services through the Dental Provider Portal on Humana.com.

If you registered for Availity.com in error, you will need to [complete registration](#) for the Humana.com dentist portal.

How do I sign up for electronic remittance advice (ERA) and electronic funds transfer (EFT)?

For your patients with claims viewable on Humana.com, you can access the ERA/EFT tool via the secure Dental Provider Portal.

For your patients with claims viewable on MyCompBenefits.com, you have two options:

- No cost automated clearing house (ACH): [www.providerpayments.com](http://www.providerpayments.com)
- Fee-based automated clearing house: ECHO offers an enhanced automated clearing house solution that allows providers to receive electronic fund transfers for all payers

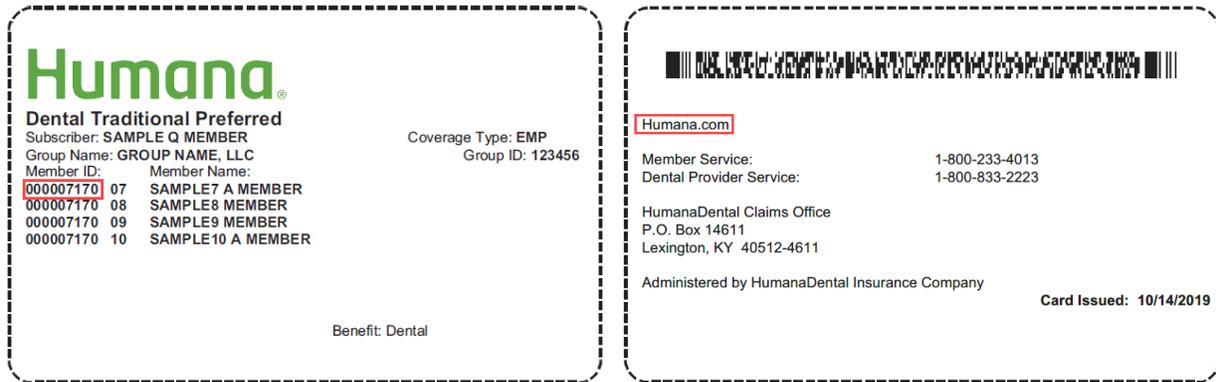
with a single enrollment via  
<https://view.echohealthinc.com/EFTERA/afterainvitation.aspx>

### Why can't I find claims for my patient in the Humana.com claims search?

Patient claims can be accessed through one of two dental provider portals, depending on the claims processing system used at Humana.

You can identify which portal to use based on the member ID number:

- For patients with nine-digit member ID numbers, you can access their claims and benefits on Humana.com



**Humana**  
Dental Traditional Preferred  
Subscriber: SAMPLE Q MEMBER  
Group Name: GROUP NAME, LLC  
Member ID: 000007170 07 SAMPLE7 A MEMBER  
000007170 08 SAMPLE8 MEMBER  
000007170 09 SAMPLE9 MEMBER  
000007170 10 SAMPLE10 A MEMBER  
Coverage Type: EMP  
Group ID: 123456  
Benefit: Dental  
Humana.com  
Member Service: 1-800-233-4013  
Dental Provider Service: 1-800-833-2223  
HumanaDental Claims Office  
P.O. Box 14611  
Lexington, KY 40512-4611  
Administered by HumanaDental Insurance Company  
Card Issued: 10/14/2019

### MyCompbenefits.com

- For patients with 13-digit member ID numbers, please use MyCompbenefits.com.



**Humana**  
Advantage  
Sub: SAMPLE Q MEMBER  
Group Name: GROUP NAME, LLC  
Mbr Name: SAMPLE15 MEMBER  
SAMPLE16 N MEMBER  
General Dentist OV Co-pay \$1000  
Mbr ID: 0000071701234  
Group ID: 123456  
Cov Type: EMP  
Plan Code: PLNCD1  
Schedule: BENSCHD  
Specialty Dentist OV Co-pay \$2000  
Member/Provider Service: www.compbenefits.com 1-800-342-5209  
Humana Specialty Benefits  
P.O. Box 14283  
Lexington, KY 40512-4283  
Electronic Claims Submitted Payer ID: CX021  
CompBenefits Insurance Company  
Card Issued: 10/25/2019

- If the ID card lists HumanaOneMembers.com, you can access the Dental Provider Portal at MyCompbenefits.com to review claims and access benefit details.

 <b>Dental Loyalty Plus (PPO)</b> Sub: SAMPLE Q MEMBER  Mbr Name: SAMPLE15 MEMBER SAMPLE16 N MEMBER  Cov Type: EMP Plan Code: PLNCD1 Eff Date: 01/01/2013 Schedule: BENSCHD  Dental Preferred Member	 <b>Register on HumanaOneMembers.com to obtain your certificate of coverage or call the member/provider service number below.</b>  Member/Provider Service: 1-866-537-0232 Humana Specialty Benefits P.O. Box 14283 Lexington, KY 40512-4283 Humana Insurance Company Electronic Claims Submitted Payer ID: CX021  Card Issued: 10/25/2019
--	--