



# Humana 2021 Medicare Advantage

## **DENTAL OFFICE HANDBOOK**

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

The Dental office Handbook can be found on: [humana.com/sb](https://www.humana.com/sb)

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# Table of Contents

I.	Medicare Advantage ID card sample.....	3
II.	Medicare Advantage dental benefits for 2021.....	4
III.	Medicare Advantage dental benefits by state for 2021.....	5
IV.	Verifying your directory information.....	7
V.	Humana contact information.....	8

# 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.



The image shows a sample Humana Medicare Advantage ID card. The top left features the Humana logo. Below it, the plan name is 'HUMANA GOLD PLUS (HMO)' and it is described as 'A Medicare Health Plan with Prescription Drug Coverage'. The card lists 'Dental Included' and 'MEMBER NAME' with a 'Member ID: HXXXXXXXXX'. It also includes 'Copayments' for office visits, specialists, and hospital emergencies. The MedicareRx logo is at the bottom right.

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



The image shows the back of a sample Humana Medicare Advantage ID card. It features a QR code at the top. Below the QR code, it lists 'Member/Provider Service: 1-800-457-4708' and 'Pharmacist/Physician Rx Inquiries: 1-800-865-8715'. It also includes contact information for the primary physician and telephone, and a note to visit Humana.com for dentists. At the bottom, it lists 'Additional Benefits: DENXXX VISXXX HERXXX'. An arrow points to the 'DENXXX' code.

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 2021

Refer to the table below to find the 2021 Medicare Advantage dental 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 clicking on the DEN number.

**CLICK ON THE LINKS BELOW TO ACCESS THE 2021 HUMANA DENTAL BENEFITS**

<a href="#">DEN002</a>	<a href="#">DEN115</a>	<a href="#">DEN137</a>	<a href="#">DEN181</a>	<a href="#">DEN541</a>	<a href="#">DEN767</a>	<a href="#">DEN848</a>	<a href="#">DEN977</a>
<a href="#">DEN003</a>	<a href="#">DEN118</a>	<a href="#">DEN138</a>	<a href="#">DEN182</a>	<a href="#">DEN542</a>	<a href="#">DEN768</a>	<a href="#">DEN852</a>	<a href="#">DEN978</a>
<a href="#">DEN007</a>	<a href="#">DEN119</a>	<a href="#">DEN151</a>	<a href="#">DEN183</a>	<a href="#">DEN545</a>	<a href="#">DEN770</a>	<a href="#">DEN856</a>	<a href="#">DEN979</a>
<a href="#">DEN013</a>	<a href="#">DEN120</a>	<a href="#">DEN152</a>	<a href="#">DEN184</a>	<a href="#">DEN552</a>	<a href="#">DEN777</a>	<a href="#">DEN859</a>	<a href="#">DEN980</a>
<a href="#">DEN014</a>	<a href="#">DEN121</a>	<a href="#">DEN153</a>	<a href="#">DEN185</a>	<a href="#">DEN603</a>	<a href="#">DEN786</a>	<a href="#">DEN887</a>	<a href="#">DEN981</a>
<a href="#">DEN016</a>	<a href="#">DEN122</a>	<a href="#">DEN154</a>	<a href="#">DEN186</a>	<a href="#">DEN706</a>	<a href="#">DEN787</a>	<a href="#">DEN890</a>	<a href="#">DEN982</a>
<a href="#">DEN021</a>	<a href="#">DEN123</a>	<a href="#">DEN167</a>	<a href="#">DEN187</a>	<a href="#">DEN722</a>	<a href="#">DEN790</a>	<a href="#">DEN898</a>	<a href="#">DEN983</a>
<a href="#">DEN027</a>	<a href="#">DEN125</a>	<a href="#">DEN169</a>	<a href="#">DEN188</a>	<a href="#">DEN723</a>	<a href="#">DEN791</a>	<a href="#">DEN906</a>	<a href="#">DEN984</a>
<a href="#">DEN062</a>	<a href="#">DEN127</a>	<a href="#">DEN170</a>	<a href="#">DEN189</a>	<a href="#">DEN748</a>	<a href="#">DEN792</a>	<a href="#">DEN916</a>	<a href="#">DEN998</a>
<a href="#">DEN064</a>	<a href="#">DEN128</a>	<a href="#">DEN171</a>	<a href="#">DEN192</a>	<a href="#">DEN756</a>	<a href="#">DEN838</a>	<a href="#">DEN937*</a>	
<a href="#">DEN109</a>	<a href="#">DEN132</a>	<a href="#">DEN175</a>	<a href="#">DEN194</a>	<a href="#">DEN760</a>	<a href="#">DEN839</a>	<a href="#">DEN946</a>	
<a href="#">DEN110</a>	<a href="#">DEN133</a>	<a href="#">DEN176</a>	<a href="#">DEN300</a>	<a href="#">DEN762</a>	<a href="#">DEN840</a>	<a href="#">DEN947</a>	
<a href="#">DEN112</a>	<a href="#">DEN134</a>	<a href="#">DEN178</a>	<a href="#">DEN390</a>	<a href="#">DEN763</a>	<a href="#">DEN843</a>	<a href="#">DEN975</a>	
<a href="#">DEN114</a>	<a href="#">DEN135</a>	<a href="#">DEN179</a>	<a href="#">DEN420</a>	<a href="#">DEN765</a>	<a href="#">DEN847</a>	<a href="#">DEN976</a>	

The Humana Medicare Advantage dental benefit documents may update throughout the year, therefore it is best to access through the links provided above (click on the DEN number to open link) rather than downloading or printing the document. If updates are made throughout the year it will be indicated in this section.

DEN138, DEN420 revised January 13, 2021

\* Link to this DENxxx is coming soon.

### III. Medicare Advantage (MA) Dental (DEN) benefits by state

Use this table to quickly identify Medicare Advantage dental benefits corresponding to the benefit plan designs available in your state; the links to these documents are found on page 4 of this handbook.

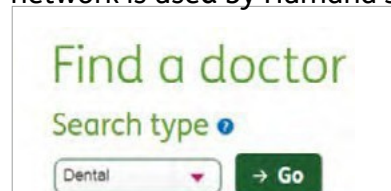
State	TO ACCESS THE 2021 HUMANA MEDICARE ADVANTAGE DENTAL BENEFITS SEE PAGE 4
AL	110, 123, 171, 179, 181, 185, 187, 767, 768, 838, 840, 887, 983, 984
AK	N/A
AZ	109, 123, 186, 189, 768, 786, 838, 839, 840, 843, 887, 975, 983, 984
AR	109, 115, 123, 133, 170, 171, 181, 186, 838, 839, 840, 843, 887, 977, 978, 980, 983, 984
CA	109, 110, 115, 185, 786, 838, 839, 843, 887, 975, 983
CO	122, 151, 152, 178, 185, 186, 768, 838, 840, 887, 916, 984
CT	N/A
DE	110, 171, 181, 839, 843, 887, 983
FL	007, 013, 014, 021, 027, 062, 064, 119, 134, 135, 137, 138, 300, 390, 420, 748, 762, 763, 765, 847, 848, 852, 856, 998
GA	127, 153, 154, 167, 171, 182, 183, 189, 194, 541, 545, 552, 768, 787, 838, 840, 843, 887, 916, 976, 978, 979, 982
HI	110, 187, 839, 840, 843, 887, 976, 983, 984
ID	109, 121, 123, 127, 170, 192, 839, 840, 887, 976, 984
IL	120, 123, 125, 127, 153, 154, 181, 184, 186, 768, 770, 787, 838, 839, 840, 843, 887, 975, 978, 983, 984
IN	120, 121, 122, 127, 133, 151, 152, 153, 154, 170, 176, 767, 768, 786, 787, 838, 840, 887, 975, 976, 978, 983, 984
IA	110, 115, 125, 127, 153, 838, 839, 840, 843, 975, 976, 984
KS	109, 114, 123, 133, 186, 187, 770, 787, 838, 839, 840, 843, 887, 978, 983, 984
KY	112, 120, 121, 122, 133, 151, 152, 170, 176, 178, 182, 186, 767, 768, 786, 787, 838, 839, 840, 843, 887, 975, 976, 977, 978, 981, 984
LA	110, 112, 171, 179, 181, 185, 189, 768, 838, 839, 983, 984
MD	171, 768, 840, 984
ME	114, 123, 838, 840, 887, 976, 984
MA	123, 125, 838, 840, 887, 975, 976, 984
MI	121, 123, 127, 133, 151, 152, 153, 154, 176, 768, 787, 839, 840, 887, 916, 975, 976, 983, 984
MN	123, 125, 127, 153, 187, 768, 838, 839, 840, 843, 887, 916, 978, 984
MS	110, 171, 183, 188, 768, 786, 838, 983, 984

### III. Medicare Advantage (MA) Dental (DEN) benefits by state (cont.)

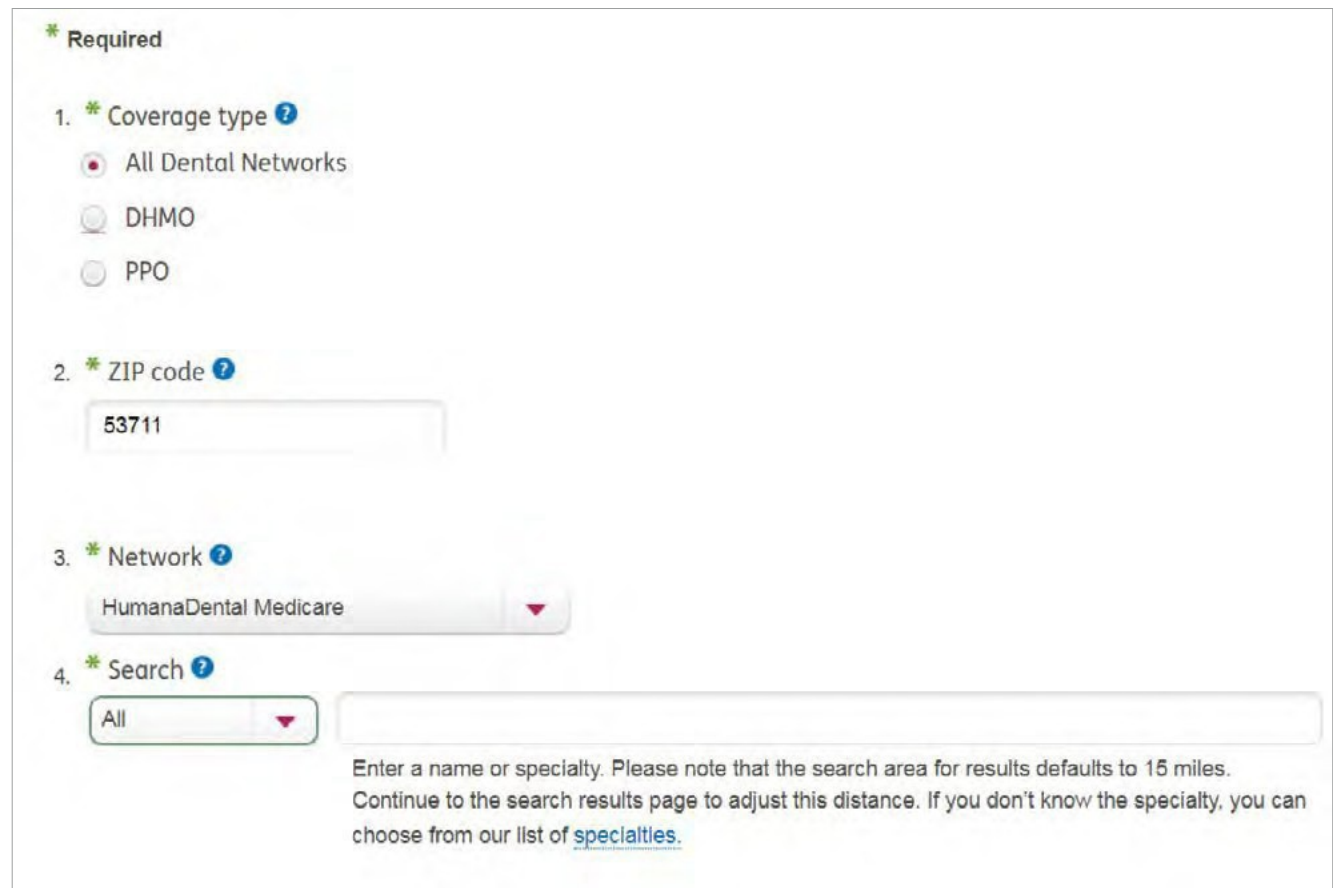
State	TO CCESS THE 2021 HUMANA MEDICARE ADVANTAGE DENTAL BENEFITS SEE PAGE 4
MO	109, 110, 123, 125, 127, 170, 181, 183, 184, 186, 187, 770, 838, 839, 840, 843, 887, 977, 978, 980, 983, 984
MT	110, 115, 127, 153, 186, 786, 838, 843, 976, 983, 984
NE	110, 115, 125, 127, 153, 838, 839, 840, 843, 976, 984
NV	109, 110, 123, 175, 185, 187, 603, 756, 787, 839, 840, 976, 983, 984
NH	114, 123, 838, 840, 887, 976, 984
NJ	112, 123, 182, 184, 186, 840, 887, 976, 977, 978, 983, 984
NM	109, 123, 186, 189, 768, 838, 839, 840, 887, 984
NY	115, 133, 175, 184, 185, 768, 838, 839, 840, 843, 887, 975, 976, 977, 978, 983, 984
NC	110, 171, 178, 181, 187, 768, 838, 839, 840, 843, 887, 977, 983, 984
ND	125, 127, 153, 768, 787, 838, 840, 843, 887, 976, 984
OH	120, 121, 122, 127, 133, 151, 152, 153, 154, 176, 181, 768, 786, 838, 839, 840, 887, 975, 976, 977, 983, 984
OK	123, 133, 178, 184, 186, 187, 188, 770, 838, 840, 843, 887, 975, 976, 977, 978, 984
OR	121, 127, 154, 170, 838, 840, 887, 976
PA	122, 128, 133, 153, 154, 176, 182, 189, 767, 768, 838, 840, 843, 887, 976, 977, 978, 982, 983, 984
RI	N/A
SC	127, 153, 154, 167, 171, 179, 182, 183, 187, 194, 541, 552, 777, 838, 843, 887, 916, 976, 978, 979, 984
SD	110, 125, 127, 153, 768, 787, 838, 839, 840, 843, 887, 976, 984
TN	110, 127, 169, 170, 171, 179, 187, 188, 838
TX	109, 110, 125, 176, 179, 184, 186, 768, 838, 839, 843, 887, 976, 978, 979, 983, 984
UT	123, 170, 192, 840, 976
VA	110, 114, 127, 132, 170, 171, 176, 179, 838, 839, 840, 843, 887, 976, 983, 984
VT	123, 838, 840, 887, 976, 984
WA	109, 121, 127, 154, 170, 188, 192, 838, 839, 887
WV	128, 133, 153, 154, 170, 176, 179, 182, 186, 767, 838, 840, 887, 976, 978, 981, 984
WI	109, 110, 123, 125, 127, 153, 154, 186, 768, 786, 787, 838, 839, 840, 843, 916, 975, 976, 978, 983, 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](https://www.humana.com/finder/dental) and follow the steps below. Humana Medicare Dental is used by the Medicare Advantage plans for individuals who bought their plan outside of FL. Careington Medicare network is used by Humana's Medicare Advantage plans of individuals who live in FL.



Find a doctor  
Search type [?](#)  
Dental



\* Required

- \* Coverage type [?](#)
  - All Dental Networks
  - DHMO
  - PPO
- \* ZIP code [?](#)
- \* Network [?](#)
- \* Search [?](#)

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 VI.

## V. Humana contact information

Access the “**Welcome to the Humana Dental Medicare Network**”. This welcome guide indicates how to submit Medicare Advantage claims (referred to as Humana Dental in the welcome guide). It also includes steps to access the secure dental site, (Click [HERE](#)) where you can review patient eligibility and benefits.

Our dental provider website at [Humana.com/provider/dentist-resources](https://www.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 (referred to as Humana Dental) is 73288 for dental claims
- Medicare compliance regulations
- And more

**In network and out of network dentists can call Humana's Provider Customer Service for assistance 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 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