

# Humana 2023 Medicare Advantage



## DENTAL OFFICE HANDBOOK

The information you need to administer Humana Medicare Advantage (MA) dental benefits

### What's new in 2023?

**Enhanced embedded dental benefits:** 82% of patients will have embedded benefits that cover some major services. 90% of patients will have plans that cover periodontal scaling, which is important for any patients with gum irritation or inflammation.

**New dental allowance plan:** Patients can use up to the plan's annual maximum with no frequency limitations on services. This provides more flexibility for patients to receive the services 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 2023 out-of-pocket covered dental, vision and hearing services. 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 on out-of-pocket expenses for 2023 covered services.

**New Florida GoldPlus Dental Network:** Florida patients will now have access to a nationwide network.

This Dental Office Handbook can be found at [Humana.com/sb](https://www.humana.com/sb).

Dentists can call the Humana Provider Customer Service line for assistance at **800-833-2223**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

**Humana**<sup>®</sup>

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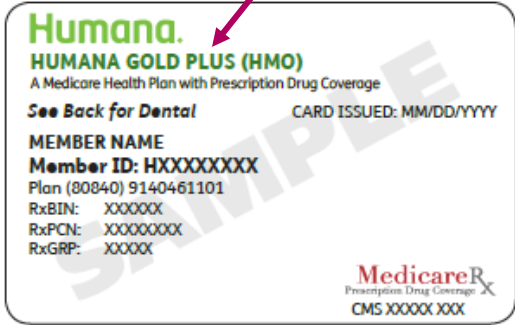
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## I. MA ID card sample

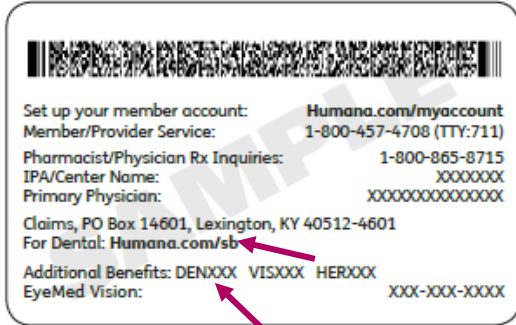
Humana members are not issued a separate dental identification card because their dental benefits are included on their Humana MA ID card. The medical network is shown on the front of the card. A DENXXX indicator identifies the patient’s dental plan on the back of the card.

This is the name of the medical network only.  
It is not related to the dental network.



The image shows the front of a Humana MA ID card. It features the Humana logo, 'HUMANA GOLD PLUS (HMO)', and 'A Medicare Health Plan with Prescription Drug Coverage'. It includes fields for 'MEMBER NAME', 'Member ID: HXXXXXXXXX', 'Plan (80840) 9140461101', 'RxBIN: XXXXXX', 'RxPCN: XXXXXXXX', and 'RxGRP: XXXXXX'. A red arrow points to the Humana logo. A large 'SAMPLE' watermark is visible across the card.

You can find information about the dental network at **Humana.com/sb**.



The image shows the back of a Humana MA ID card. It features a barcode at the top. Below it, there is contact information for setting up a member account, including 'Humana.com/myaccount', '1-800-457-4708 (TTY:711)', and '1-800-865-8715'. It also lists 'Pharmacist/Physician Rx Inquiries: 1-800-865-8715', 'IPA/Center Name: XXXXXXXX', and 'Primary Physician: XXXXXXXXXXXXXXXX'. A red arrow points to 'Humana.com/sb' under 'For Dental:'. Another red arrow points to 'DENXXX' in the 'Additional Benefits' section. A large 'SAMPLE' watermark is visible across the card.

The six-character DEN code indicates the patient’s plan.

Humana MA supplemental dental benefits are provided through the HumanaDental® Medicare Network for patients who purchased their plans in all states except Florida. MA patients who purchased their plan in Florida use the Florida GoldPlus Dental Network.

Name of network	Contract and fee schedules	States	Benefits
HumanaDental Medicare*	PPO	Nationwide	Members have in-network benefits or out-of-network benefits, depending on their plan.
Florida GoldPlus Dental	PPO	Nationwide	

\*Your dental office may be contracted with this Medicare network through one of our dental network rental partners. See a list of these 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 HumanaDental Medicare Network (or by the Florida GoldPlus Dental Network in Florida).”

## II. MA dental benefits for 2023

Refer to the table below to find the 2023 MA 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.

**CLICK ON THE DEN NUMBER LINKS BELOW TO ACCESS THE 2023 HUMANA DENTAL BENEFITS**

<a href="#">DEN002</a>	<a href="#">DEN003</a>	<a href="#">DEN007</a>	<a href="#">DEN008</a>	<a href="#">DEN010</a>	<a href="#">DEN012</a>	<a href="#">DEN013</a>	<a href="#">DEN014</a>	<a href="#">DEN019</a>	<a href="#">DEN038</a>
<a href="#">DEN042</a>	<a href="#">DEN044</a>	<a href="#">DEN046</a>	<a href="#">DEN050</a>	<a href="#">DEN053</a>	<a href="#">DEN057</a>	<a href="#">DEN059</a>	<a href="#">DEN061</a>	<a href="#">DEN070</a>	<a href="#">DEN072</a>
<a href="#">DEN078</a>	<a href="#">DEN080</a>	<a href="#">DEN081</a>	<a href="#">DEN086</a>	<a href="#">DEN088</a>	<a href="#">DEN089</a>	<a href="#">DEN091</a>	<a href="#">DEN098</a>	<a href="#">DEN109</a>	<a href="#">DEN110</a>
<a href="#">DEN112</a>	<a href="#">DEN115</a>	<a href="#">DEN121</a>	<a href="#">DEN123</a>	<a href="#">DEN130</a>	<a href="#">DEN133</a>	<a href="#">DEN142</a>	<a href="#">DEN143</a>	<a href="#">DEN144</a>	<a href="#">DEN145</a>
<a href="#">DEN150</a>	<a href="#">DEN151</a>	<a href="#">DEN152</a>	<a href="#">DEN158</a>	<a href="#">DEN170</a>	<a href="#">DEN171</a>	<a href="#">DEN178</a>	<a href="#">DEN185</a>	<a href="#">DEN186</a>	<a href="#">DEN187</a>
<a href="#">DEN189</a>	<a href="#">DEN204</a>	<a href="#">DEN205</a>	<a href="#">DEN206</a>	<a href="#">DEN207</a>	<a href="#">DEN210</a>	<a href="#">DEN211</a>	<a href="#">DEN212</a>	<a href="#">DEN213</a>	<a href="#">DEN214</a>
<a href="#">DEN215</a>	<a href="#">DEN216</a>	<a href="#">DEN217</a>	<a href="#">DEN218</a>	<a href="#">DEN219</a>	<a href="#">DEN220</a>	<a href="#">DEN221</a>	<a href="#">DEN227</a>	<a href="#">DEN228</a>	<a href="#">DEN229</a>
<a href="#">DEN230</a>	<a href="#">DEN237</a>	<a href="#">DEN242</a>	<a href="#">DEN246</a>	<a href="#">DEN277</a>	<a href="#">DEN278</a>	<a href="#">DEN279</a>	<a href="#">DEN280</a>	<a href="#">DEN281</a>	<a href="#">DEN285</a>
<a href="#">DEN286</a>	<a href="#">DEN287</a>	<a href="#">DEN288</a>	<a href="#">DEN290</a>	<a href="#">DEN291</a>	<a href="#">DEN292</a>	<a href="#">DEN293</a>	<a href="#">DEN310</a>	<a href="#">DEN311</a>	<a href="#">DEN312</a>
<a href="#">DEN313</a>	<a href="#">DEN315</a>	<a href="#">DEN316</a>	<a href="#">DEN319</a>	<a href="#">DEN322</a>	<a href="#">DEN323</a>	<a href="#">DEN325</a>	<a href="#">DEN328</a>	<a href="#">DEN329</a>	<a href="#">DEN331</a>
<a href="#">DEN333</a>	<a href="#">DEN334</a>	<a href="#">DEN336</a>	<a href="#">DEN337</a>	<a href="#">DEN338</a>	<a href="#">DEN339</a>	<a href="#">DEN343</a>	<a href="#">DEN344</a>	<a href="#">DEN345</a>	<a href="#">DEN346</a>
<a href="#">DEN347</a>	<a href="#">DEN349</a>	<a href="#">DEN350</a>	<a href="#">DEN351</a>	<a href="#">DEN352</a>	<a href="#">DEN353</a>	<a href="#">DEN354</a>	<a href="#">DEN355</a>	<a href="#">DEN356</a>	<a href="#">DEN359</a>
<a href="#">DEN360</a>	<a href="#">DEN362</a>	<a href="#">DEN363</a>	<a href="#">DEN364</a>	<a href="#">DEN365</a>	<a href="#">DEN368</a>	<a href="#">DEN369</a>	<a href="#">DEN371</a>	<a href="#">DEN372</a>	<a href="#">DEN373</a>
<a href="#">DEN374</a>	<a href="#">DEN377</a>	<a href="#">DEN378</a>	<a href="#">DEN379</a>	<a href="#">DEN380</a>	<a href="#">DEN383</a>	<a href="#">DEN385</a>	<a href="#">DEN386</a>	<a href="#">DEN389</a>	<a href="#">DEN411</a>
<a href="#">DEN412</a>	<a href="#">DEN413</a>	<a href="#">DEN414</a>	<a href="#">DEN415</a>	<a href="#">DEN416</a>	<a href="#">DEN417</a>	<a href="#">DEN418</a>	<a href="#">DEN419</a>	<a href="#">DEN432</a>	<a href="#">DEN441</a>
<a href="#">DEN444</a>	<a href="#">DEN447</a>	<a href="#">DEN448</a>	<a href="#">DEN449</a>	<a href="#">DEN458</a>	<a href="#">DEN459</a>	<a href="#">DEN468</a>	<a href="#">DEN478</a>	<a href="#">DEN489</a>	<a href="#">DEN490</a>
<a href="#">DEN491</a>	<a href="#">DEN492</a>	<a href="#">DEN493</a>	<a href="#">DEN494</a>	<a href="#">DEN495</a>	<a href="#">DEN496</a>	<a href="#">DEN497</a>	<a href="#">DEN498</a>	<a href="#">DEN502</a>	<a href="#">DEN503</a>
<a href="#">DEN504</a>	<a href="#">DEN506</a>	<a href="#">DEN510</a>	<a href="#">DEN511</a>	<a href="#">DEN526</a>	<a href="#">DEN564</a>	<a href="#">DEN567</a>	<a href="#">DEN569</a>	<a href="#">DEN603</a>	<a href="#">DEN613</a>
<a href="#">DEN616</a>	<a href="#">DEN617</a>	<a href="#">DEN622</a>	<a href="#">DEN628</a>	<a href="#">DEN631</a>	<a href="#">DEN632</a>	<a href="#">DEN634</a>	<a href="#">DEN637</a>	<a href="#">DEN647</a>	<a href="#">DEN651</a>
<a href="#">DEN653</a>	<a href="#">DEN654</a>	<a href="#">DEN660</a>	<a href="#">DEN674</a>	<a href="#">DEN677</a>	<a href="#">DEN750</a>	<a href="#">DEN756</a>	<a href="#">DEN760</a>	<a href="#">DEN767</a>	<a href="#">DEN768</a>
<a href="#">DEN781</a>	<a href="#">DEN786</a>	<a href="#">DEN787</a>	<a href="#">DEN790</a>	<a href="#">DEN791</a>	<a href="#">DEN792</a>	<a href="#">DEN794</a>	<a href="#">DEN838</a>	<a href="#">DEN839</a>	<a href="#">DEN840</a>
<a href="#">DEN843</a>	<a href="#">DEN887</a>	<a href="#">DEN888</a>	<a href="#">DEN890</a>	<a href="#">DEN898</a>	<a href="#">DEN906</a>	<a href="#">DEN933</a>	<a href="#">DEN935</a>	<a href="#">DEN946</a>	<a href="#">DEN947</a>
<a href="#">DEN948</a>	<a href="#">DEN949</a>	<a href="#">DEN951</a>	<a href="#">DEN954</a>	<a href="#">DEN958</a>	<a href="#">DEN961</a>	<a href="#">DEN975</a>	<a href="#">DEN976</a>	<a href="#">DEN977</a>	<a href="#">DEN978</a>
<a href="#">DEN979</a>	<a href="#">DEN982</a>	<a href="#">DEN983</a>	<a href="#">DEN984</a>						

The shaded cells indicate dental allowance plans. Patients can use up to the plan's annual maximum with no frequency limitations on services. This provides more flexibility for patients to receive the services they need, when they need them. Claims process and clinical review still apply.

The Humana MA dental benefit summary documents may update throughout the year. Therefore, it is best to access them using the links provided above (click on the DEN code to open link) rather than downloading or printing the documents. Updates will be listed as they occur.

Revised 3/21/2023: DEN372



### III. MA dental benefits by state for 2023

Use this table to quickly identify MA 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	SEE PAGE 4 TO ACCESS THE 2023 HUMANA MA DENTAL BENEFITS
AL	080, 086, 187, 204, 205, 206, 207, 280, 281, 311, 351, 372, 374, 379, 432, 441, 478, 838, 843, 887
AK	N/A
AR	072, 080, 088, 204, 205, 310, 350, 351, 356, 369, 383, 389, 432, 447, 478
AZ	050, 072, 078, 080, 086, 109, 123, 189, 204, 205, 206, 207, 279, 310, 311, 313, 319, 359, 374, 377, 432, 478, 787, 838, 839, 840, 843, 887, 983, 984
CA	008, 012, 070, 072, 078, 086, 109, 110, 204, 205, 206, 207, 277, 280, 310, 311, 313, 316, 331, 344, 359, 432, 478, 786, 838, 839, 843, 887, 983
CO	050, 086, 178, 185, 206, 207, 356, 359, 377, 478, 768, 781, 787, 838, 840, 887, 984
CT	204, 364, 369, 372, 385, 432, 478
DE	010, 072, 088, 206, 207, 349, 447, 478, 838
FL	007, 013, 014, 081, 089, 143, 145, 444, 448, 459, 490, 506, 613, 616, 617, 622, 628, 631, 632, 634, 637, 647, 651, 653, 654, 660, 674, 677, 935, 949, 954, 958, 961
GA	010, 072, 080, 088, 158, 187, 204, 205, 280, 291, 350, 353, 377, 386, 478, 489, 787, 838, 840, 843, 887, 888, 951, 976, 978, 982, 984
HI	019, 086, 187, 204, 205, 322, 351, 359, 360, 432, 478
IA	050, 072, 080, 144, 204, 205, 319, 350, 378, 432, 468, 478
ID	010, 072, 080, 088, 130, 204, 205, 311, 334, 337, 353, 356, 389, 432, 478
IL	059, 072, 088, 098, 150, 158, 204, 205, 206, 207, 277, 279, 281, 311, 337, 350, 351, 369, 419, 432, 447, 449, 478
IN	044, 088, 133, 170, 204, 205, 246, 311, 316, 346, 355, 356, 360, 363, 365, 373, 374, 432, 478, 564, 567, 767, 786, 787, 840, 975, 976, 983, 984
KS	070, 072, 080, 088, 204, 205, 315, 329, 350, 351, 353, 355, 356, 365, 369, 419, 432, 478, 838, 843, 887
KY	044, 046, 142, 144, 170, 204, 205, 311, 316, 319, 325, 334, 350, 351, 355, 356, 360, 365, 371, 373, 432, 441, 478, 564, 767, 768, 786, 787, 840, 975, 976, 977, 983, 984
LA	070, 078, 080, 086, 088, 091, 112, 171, 204, 205, 290, 351, 432, 441, 447, 458, 478, 768, 787, 840, 984
MA	204, 350, 362, 372, 377, 432, 478
MD	072, 086, 088, 447, 478
ME	204, 207, 237, 279, 310, 350, 364, 372, 389, 432, 478, 838, 843, 887
MI	133, 356, 363, 364, 365, 373, 374, 380, 441, 478, 567, 750, 768, 839, 840, 975, 976, 983, 984
MN	057, 061, 072, 080, 187, 204, 205, 207, 277, 351, 371, 419, 432, 478, 843, 887
MO	070, 072, 080, 088, 144, 204, 205, 315, 328, 329, 337, 350, 351, 356, 365, 369, 389, 432, 447, 478, 838, 843

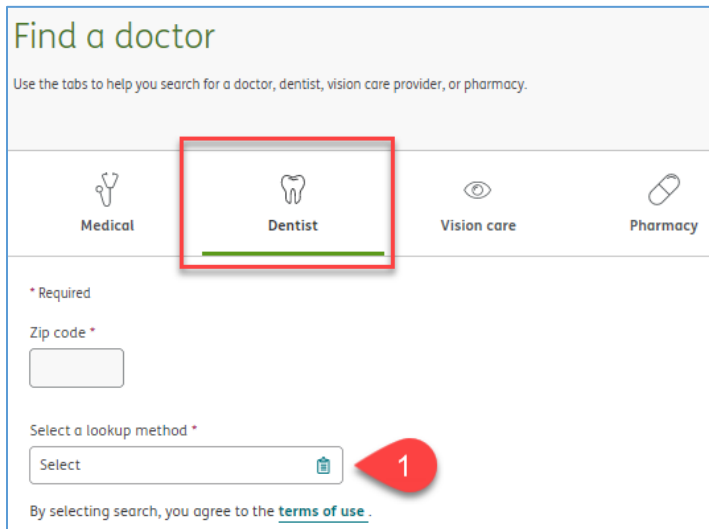
### III. MA dental benefits by state for 2023 (continued)

State	SEE PAGE 4 TO ACCESS THE 2023 HUMANA MA DENTAL BENEFITS
MS	080, 086, 088, 171, 189, 204, 205, 351, 432, 441, 447, 478, 768, 840, 984
MT	010, 080, 088, 204, 205, 319, 339, 351, 432, 478
NC	010, 072, 088, 171, 204, 205, 206, 207, 350, 373, 432, 447, 468, 478, 768, 787, 838, 840, 843, 887, 984
ND	072, 080, 204, 205, 207, 281, 350, 351, 378, 419, 478, 843, 887
NE	050, 072, 142, 204, 205, 319, 350, 378, 432, 468
NH	123, 204, 286, 350, 372, 432, 478, 838, 840, 887, 984
NJ	044, 112, 123, 186, 205, 325, 355, 365, 371, 432, 478, 840, 978, 984
NM	206, 207, 287, 337, 356, 359, 368, 374, 377, 478, 768, 787, 838, 840, 887, 984
NV	072, 123, 204, 205, 280, 285, 288, 310, 312, 331, 353, 374, 432, 478, 603, 756, 787, 839, 948, 983, 984
NY	115, 133, 204, 205, 242, 310, 323, 338, 350, 364, 365, 369, 371, 377, 432, 478, 526, 564, 838, 887, 977, 983
OH	088, 121, 133, 151, 152, 204, 205, 206, 207, 246, 311, 351, 354, 356, 363, 365, 374, 432, 441, 478, 768, 786, 838, 840, 887, 975, 976, 983, 984
OK	044, 050, 072, 080, 088, 144, 204, 205, 319, 328, 337, 351, 353, 355, 356, 365, 368, 369, 377, 386, 432, 447, 458, 478, 838, 843, 887
OR	010, 042, 046, 072, 080, 088, 205, 313, 316, 353, 356, 379, 432, 478, 838
PA	038, 044, 050, 053, 142, 144, 204, 205, 206, 207, 246, 333, 350, 351, 354, 356, 371, 432, 478, 569, 768, 787, 838, 840, 843, 887, 978, 984
RI	019, 364, 373, 478
SC	010, 080, 088, 158, 204, 205, 280, 291, 329, 350, 353, 377, 432, 478, 489, 603, 787, 838, 840, 843, 887, 888, 951, 976, 978, 979, 984
SD	072, 080, 204, 205, 207, 281, 292, 311, 350, 351, 419, 478, 843, 887
TN	070, 086, 088, 091, 187, 204, 205, 206, 207, 334, 351, 356, 374, 379, 432, 441, 458, 478, 838, 843, 887
TX	059, 061, 150, 158, 204, 205, 277, 278, 279, 280, 281, 290, 291, 292, 347, 350, 353, 356, 478, 794
UT	010, 080, 088, 204, 205, 293, 337, 350, 432, 478
VA	008, 010, 046, 080, 086, 088, 091, 110, 171, 204, 205, 206, 207, 319, 334, 336, 337, 343, 350, 352, 432, 441, 447, 478, 786, 787, 838, 839, 840, 843, 887, 976, 983, 984
VT	123, 204, 350, 372, 432, 478, 840, 984
WA	010, 080, 088, 204, 205, 206, 207, 311, 313, 316, 325, 328, 334, 337, 345, 349, 353, 432, 478, 838
WI	057, 072, 150, 204, 205, 277, 279, 280, 281, 350, 351, 371, 419, 432, 449, 478, 750
WV	044, 050, 142, 144, 204, 205, 206, 207, 334, 350, 351, 354, 356, 365, 371, 432, 478, 767, 787, 838, 840, 843, 887, 976, 978, 984
WY	010, 080, 088, 205, 353, 432, 478

## IV. Verifying your directory information

Please verify the information is correct in the Humana provider directory for your dental practice. Visit [Humana.com/FindADentist](https://www.humana.com/FindADentist) and follow the steps below.

If you find information that needs to be updated, please call the Humana Provider Customer Service line at **800-833-2223**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. If your dental office is contracted through one of our network partners, please contact that partner to update your information (see Section V).



Find a doctor

Use the tabs to help you search for a doctor, dentist, vision care provider, or pharmacy.

Medical Dentist Vision care Pharmacy

\* Required

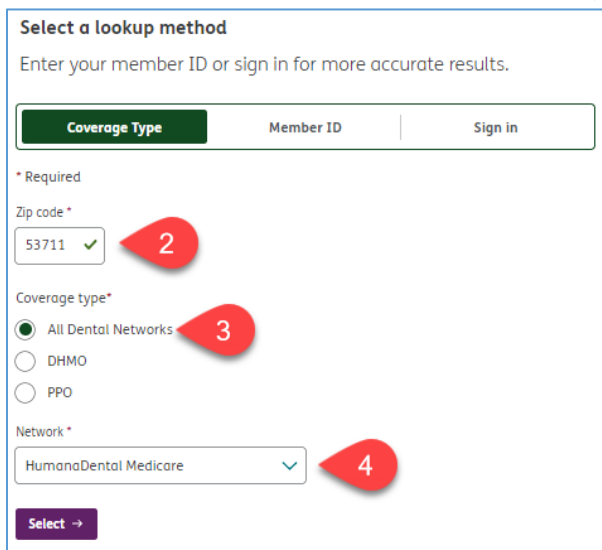
Zip code \*

Select a lookup method \*

Select

By selecting search, you agree to the [terms of use](#).

Depending on where the patient purchased their policy, select either the HumanaDental Medicare Network or Florida GoldPlus Dental Network (For Florida members).



Select a lookup method

Enter your member ID or sign in for more accurate results.

Coverage Type Member ID Sign in

\* Required

Zip code \*

53711 ✓

Coverage type\*

All Dental Networks

DHMO

PPO

Network \*

HumanaDental Medicare

Select →

## V. Humana contact information

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

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
- Submit claims by mail to:  
HumanaDental Claims Office  
PO Box 14611  
Lexington KY 40512-4611
- Claims documentation – Humana Medicare payer ID is 73288 for dental claims (also referred to as HumanaDental)
- Medicare compliance regulations

Dentists can call the Humana Provider Customer Service line for assistance at **800-833-2223**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Your dental office may be contracted as part of the HumanaDental Medicare Network through one of our network partners. If so, please contact the partner network directly with questions, including questions regarding your listing in Humana’s provider directory. For claims questions, please call Humana Provider Customer Service.

Partners Humana works with include:

- American Dental Plan
- Careington
- CarePPO
- Connection Dental
- DenteMax
- Diversified Dental Services
- Premier Dental
- Total Dental Administrators
- United Concordia Dental