

Humana Dental Highlights

A publication of HumanaDental®

Quarter 2 -2023

Coming in Q2 2023

As a Humana Dental preferred provider, you may already treat our members in Idaho, Kentucky, South Dakota, Virginia, West Virginia and Wyoming who have benefits with a preferred provider organization (PPO) plan.

Beginning in April 2023, we will launch our stand-alone individual dental plans including Bright Plus, Bright Plus for Veterans, Preventive Value and Complete Dental.

You will be able to identify these members by their Humana member ID cards. Our members will be able to find you on our dentist finder as a participating provider with the Traditional Preferred network.

CAQH helpful tips!

What is CAQH ProView? A web-based solution used to capture and share accurate, timely, electronic, self-reported provider data used for credentialing. This application will only take about 30 minutes to complete and in turn will only have to enter your information one time during your time with Humana. All you must do is update your information to ensure accuracy. You will receive a CAQH ID from the American Dental Association (ADA). You are not required to become a member of the ADA, only register via the ADA portal to receive your ID. If you need help retrieving your 9-digit ADA User ID, call the ADA Member Service center at 800-621-8099.

Completing the online form requires 5 steps and it is at no cost to you:

- Register with CAQH ProView
- Complete the online application and review the data
- Authorize access to the information
- Verify the data and/or attest to it
- Upload and submit supporting documents

For assistance contact CAQH below:

Provider log in [CAQH ProView - Sign In](#)

Email: documents@proview.caqh.org - include CAQH ProView ID and name in the subject line – can take 2-3 days to upload to the provider's file

CAQH ProView customer service phone number: 888-599-1771

2023 CDT code changes

Annually, the ADA updates and adds new CDT codes. We would like to share with our providers how Humana plans to cover these codes as well as share with you the changes to the CDT codes.

Benefits will vary by plan. Please submit a preauthorization or call Humana at the number on the back of the member's ID card to verify the benefits based on the member's plan.

Fee schedules

- Humana updates all fee schedules to include the new codes when the similar code was on the fee schedule. For example, if there is a fee schedule today for D2931, then we added D2928 with that fee
- If the fee schedule did not have a similar/like code listed, we did not include the code on the fee schedule.
- For PPO-based plans, we have added the new CDT codes to our usual customary rate (UCR) tables that will help ensure you're compensated to the 80% UCR.

New CDT codes

Covered codes

NOTE: Plans are not available in all states. Plan benefits may vary by state. Refer to the plan documents for complete details of coverage.

CDT code	CDT code description	Additional description	Coverage
D0372	intraoral tomosynthesis – comprehensive series of radiographic images	A radiographic survey of the whole mouth intended to display the crowns and roots of all teeth, periapical areas, interproximal areas and alveolar bone including edentulous areas.	Cover if D0351 is covered
D0373	intraoral tomosynthesis – bitewing radiographic image		Cover if D0351 is covered
D0374	intraoral tomosynthesis – periapical radiographic image		Cover if D0351 is covered
D6105	removal of implant body not requiring bone removal or flap elevation		Cover if implants covered

CDT code	CDT code description	Additional description	Coverage
D6106	guided tissue regeneration – resorbable barrier, per implant	This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts and placement of biologic materials to aid in osseous regeneration. This procedure is used for peri-implant defects and during implant placement.	Cover if implants covered
D6107	guided tissue regeneration – non-resorbable barrier, per implant	This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts and placement of biologic materials to aid in osseous regeneration. This procedure is used for peri-implant defects and during implant placement.	Cover if implants covered
D6197	replacement of restorative material used to close an access opening of a screw-retained implant supported prosthesis, per implant		Cover if implants covered
D7509	marsupialization of odontogenic cyst	Surgical decompression of a large cystic lesion by creating a long-term open pocket or pouch.	Covered if D7450-7451 is covered
D7956	guided tissue regeneration, edentulous area – resorbable barrier, per site	This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts and placement of biologic materials to aid in osseous regeneration. This procedure may be used for ridge augmentation, sinus lift procedures and after tooth extraction.	Cover if implants covered
D7957	guided tissue regeneration, edentulous area – non-resorbable barrier, per site	This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts and placement of biologic materials to aid in osseous regeneration. This procedure may be used for ridge augmentation, sinus lift procedures and after tooth extraction.	Cover if implants covered

Deleted CDT Codes

CDT code	CDT code nomenclature	New code
D0351	3D photographic image	Not Applicable
D0704	3D photographic image - image capture only	Not Applicable

Changed CDT code verbiage

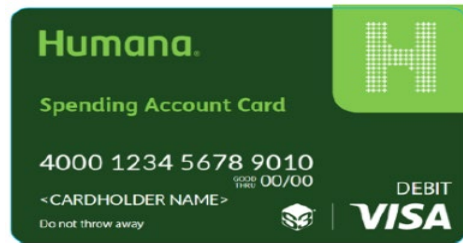
The following codes have verbiage changes highlighted in blue. Crossed out verbiage indicates that word has been removed.

CDT code	CDT code nomenclature	New code
D0210	intraoral comprehensive series of radiographic images	A radiographic survey of the whole mouth intended to display the crowns and roots of all teeth, periapical areas, interproximal areas and alveolar bone including edentulous area.
D0393	virtual treatment simulation using 3D image volume or surface scan	Virtual simulation of treatment including, but not limited to, dental implant placement, prosthetic reconstruction, orthognathic surgery and orthodontic tooth movement.
D0709	intraoral - comprehensive series of radiographic images - image capture only	A radiographic survey of the whole mouth intended to display the crowns and roots of all teeth, periapical areas, interproximal areas and alveolar bone including edentulous area.
D3333	internal root repair of perforation defects	Non-surgical seal of perforation caused by resorption and/or decay but not iatrogenic by same provider.
D4240	gingival flap procedure, including root planing - four or more contiguous teeth or tooth bounded spaces per quadrant	A soft tissue flap is reflected or resected to allow debridement of the root surface and the removal of granulation tissue. Osseous recontouring is not accomplished in conjunction with this procedure. May include open flap curettage, reverse bevel flap surgery, modified Kirkland flap procedure and modified Widman surgery. This procedure is performed in the presence of moderate to deep probing depths, loss of attachment, need to maintain esthetics, need for increased access to the root surface and alveolar bone, or to determine the presence of a cracked tooth or fractured root. Other procedures may be required concurrent to D4240 and should be reported separately using their own unique codes

CDT code	CDT code nomenclature	New code
D4241	gingival flap procedure, including root planing - one to three contiguous teeth or tooth bounded spaces per quadrant	A soft tissue flap is reflected or resected to allow debridement of the root surface and the removal of granulation tissue. Osseous recontouring is not accomplished in conjunction with this procedure. May include open flap curettage, reverse bevel flap surgery, modified Kirkland flap procedure and modified Widman surgery. This procedure is performed in the presence of moderate to deep probing depths, loss of attachment, need to maintain esthetics, need for increased access to the root surface and alveolar bone, or to determine the presence of a cracked tooth or fractured root. Other procedures may be required concurrent to D4241 and should be reported separately using their own unique codes.
D4266	guided tissue regeneration, natural teeth - resorbable barrier, per site	This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts and placement of biologic materials to aid in osseous regeneration. This procedure can be used for periodontal defects around natural teeth.
D4267	guided tissue regeneration, natural teeth - nonresorbable barrier, per site	This procedure does not include flap entry and closure, or, when indicated, wound debridement, osseous contouring, bone replacement grafts and placement of biologic materials to aid in osseous regeneration. This procedure can be used for periodontal defects around natural teeth.
D4355	full mouth debridement to enable a comprehensive periodontal evaluation and diagnosis on a subsequent visit	
D4921	gingival irrigation with a medicinal agent – per quadrant	
D7251	coronectomy – intentional partial tooth removal, impacted teeth only	Intentional partial tooth removal is performed when a neurovascular complication is likely if the entire impacted tooth is removed.
D9110	palliative treatment of dental pain per visit	Treatment that relieves pain but is not curative; services provided do not have a distinct procedure code.
D9450	case presentation, subsequent detailed and extensive treatment planning	

How to administer the new Medicare Advantage spending account card flex allowance

A new offering for some 2023 Medicare Advantage (MA) plans is the Dental/Vision/Hearing Flex Allowance. These plans feature a Humana Spending Account Card (image below) that includes a flexible allowance that can be used on dental, vision and hearing services which are covered by the MA plan. For example, the flex allowance can be used toward out-of-pocket expenses for the services listed in the 2023 DENxxx descriptions located in the Dental Office Handbook on [Humana.com/sb](https://www.humana.com/sb).



(Note: Members on certain co-branded Humana-USAA Honors Plans featuring flex allowance will receive a USAA Health Flex card instead of the Humana Spending Account Card.)

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 for out-of-pocket expenses for 2023 covered services.

Here is an example:

If the patient has covered fillings, and uses the mandatory supplemental benefit DENxxx for those fillings, but then hits their annual max of \$1,000. The patient can then use their flex allowance to pay toward this remaining out-of-pocket balance for covered services.

Patients can use their flex allowance at participating providers who accept Visa and whose primary business is dental, vision or hearing.

Questions? Call Provider Customer Service at 800-833-2223.

Our new Medicare benefits for 2023

Humana supports our in-network dentists by making it easy to work with us and easy for patients to use their benefits. We're excited for our enhanced 2023 Medicare benefits and want to highlight these new plans and their benefits.

As a reminder, all MA dental benefits use a PPO network. The patient's ID card may say HMO, but that is only related to their medical benefits.

Take a look at some of our enhanced 2023 MA plan benefits:

- **Richer embedded dental benefits:** 82% of members will have embedded benefits that cover some major services. Approximately 90% of members will have plans that cover periodontal scaling.

- **New dental allowance plan:** Patients can use up to the annual maximum of the plan with no frequency limitations on services. This provides more flexibility for patients to receive the services that 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 out-of-pocket dental, vision and hearing services. This gives patients the flexibility to choose which expenses they want to pay for with their allowance. Flexible allowance must be used for services that are covered by the embedded plan benefits.
- **New network for Florida MA members:** Patients who bought their MA plan in Florida will have access to a nationwide network, meaning they can seek in-network care in and outside of Florida. The new network for Florida is called the Florida GoldPlus Dental Network. The network for patients who buy their plan outside of Florida is the HumanaDental® Medicare Network.

Please remember that benefits vary by plan. Be sure to verify the specific coverage of your MA patients with the 2023 Dental Office Handbook that can be found at [humana.com/sb](https://www.humana.com/sb) beginning Oct. 15. Provider customer service contact information is also available in the handbook.

Best practices with Availity

Important reminders for 2023:

Verify patient benefits

It is always important to verify patient benefits especially around the fourth quarter and beginning of the new year. This is often a time of change for employer group coverage and individual benefits. Benefit changes can even occur to your long-time patients. It is a good practice to run a current inquiry to avoid any surprises.

Register for Availity

Humana has transitioned to Availity Essentials to make it easier for you to work with us. By registering, your practice will have access to the latest Humana tools and resources:

- Check patient eligibility, dental benefits and claims status
- Complete other secure administrative tasks

If you are already registered, log into [Availity Essentials](#) and select Patient Registration > Eligibility & Benefits Inquiry to check your patients' current dental benefits. Be sure to select **Humana Dental** as the payer.

Get started now

[Learn more about how to register and get started with Availity.](#)

- Availity Client Services at 800-AVAILITY (282-4548) can help with registration questions. Assistance is available Monday – Friday, 8 a.m. – 8 p.m., Eastern time (excluding holidays).
 - If your organization is not yet registered, please visit this [Microsite](#) that was created just for our Humana Dental providers. It contains links to previously recorded live trainings as well as information about how to sign up for future trainings.
 - There is also a helpful [Humana Dental to Availity Portal Crosswalk](#) to guide you on functions you previously performed on the Humana Dental or CompBenefits portals.

- Already registered? Be sure to check out the Resources tab in the Humana Dental payer space. Here you will find helpful topics such as our provider handbook, claim attachment guidelines and much more.

Sam's Club – new for 2023

- Humana is launching a new **discount plan** available exclusively for Sam's Club members that will be available in these states:

Alabama, Alaska, Arizona, Colorado, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, North Carolina, North Dakota, Nebraska, New Hampshire, New Mexico, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Vermont, Virginia, Washington, D.C., West Virginia, Wisconsin and Wyoming.

- The Dental Savings Plan will only be available through the Sam's Club membership site.
- Members will receive an ID card showing their effective date in this discount plan.
- As a Humana Dental provider, you will simply charge the member based on your PPO fee schedule.
- There are no claims submitted and members pay the provider at the time of service.

Helpful links to make your life easier

Numbers To Know

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

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

- [Medicare Handbook](#)

- [Provider Manual](#)

- [Dentist Resources](#)

Have Questions? Give us a call!

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.