

# 2024 Humana Medicare Advantage



## DENTAL OFFICE HANDBOOK

Information to help administer Humana Medicare Advantage (MA) dental benefits

### 2024 Highlights

**Preventive dental benefits:** All Humana 2024 MA plans include preventive dental benefits.

**Rich dental benefits:** 87% of patients will have embedded benefits that cover some major services. 91% of patients will have plans that cover periodontal scaling, which is important for anyone with gum irritation or inflammation.

Humana's MA plans provide 100% coinsurance on most services and some plans have no frequency limitations on covered services. Claims process and clinical review still apply.

**Flex allowance on the Humana Spending Account Card:** Patients can use up to the allowance provided for out-of-pocket covered dental, vision and hearing services. When using the Flex Allowance on the Spending Account Card, **you should apply the dental insurance benefit—indicated by DENxxx—first** (by submitting a claim to Humana). The Flex Allowance can then be used on out-of-pocket expenses for covered services.

You can find this Dental Office Handbook online 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.

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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 doesnot reference the dental network.

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

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

Humana MA supplemental dental benefits are provided through the Humana Dental 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
Humana Dental 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 partners. See a list of these partners in Section V of this document.

† Preferred provider organization (PPO)

**We encourage Humana MA members to state the following when they call 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 by dentists in the Florida GoldPlus Dental Network in Florida).”

## II. MA dental benefits for 2024

Refer to the table below to find the 2024 MA dental benefit document that matches the six-character DEN code on the back of your patient's Humana MA ID card. These documents, listed in numerical order, provide the covered American Dental Association (ADA) codes and benefit frequencies.

**SELECT THE CORRESPONDING DEN NUMBER LINK BELOW TO ACCESS A LIST OF THE PATIENT'S 2024 HUMANA DENTAL BENEFITS**

<a href="#">DEN002</a>	<a href="#">DEN003</a>	<a href="#">DEN008</a>	<a href="#">DEN010</a>	<a href="#">DEN012</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="#">DEN051</a>	<a href="#">DEN052</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="#">DEN074</a>
<a href="#">DEN076</a>	<a href="#">DEN078</a>	<a href="#">DEN080</a>	<a href="#">DEN081</a>	<a href="#">DEN082</a>	<a href="#">DEN084</a>	<a href="#">DEN086</a>	<a href="#">DEN088</a>	<a href="#">DEN089</a>	<a href="#">DEN091</a>
<a href="#">DEN093</a>	<a href="#">DEN098</a>	<a href="#">DEN140</a>	<a href="#">DEN141</a>	<a href="#">DEN142</a>	<a href="#">DEN143</a>	<a href="#">DEN144</a>	<a href="#">DEN145</a>	<a href="#">DEN150</a>	<a href="#">DEN158</a>
<a href="#">DEN204</a>	<a href="#">DEN205</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="#">DEN235</a>	<a href="#">DEN237</a>
<a href="#">DEN243</a>	<a href="#">DEN245</a>	<a href="#">DEN246</a>	<a href="#">DEN276</a>	<a href="#">DEN277</a>	<a href="#">DEN278</a>	<a href="#">DEN279</a>	<a href="#">DEN280</a>	<a href="#">DEN281</a>	<a href="#">DEN282</a>
<a href="#">DEN283</a>	<a href="#">DEN284</a>	<a href="#">DEN286</a>	<a href="#">DEN287</a>	<a href="#">DEN288</a>	<a href="#">DEN289</a>	<a href="#">DEN290</a>	<a href="#">DEN291</a>	<a href="#">DEN293</a>	<a href="#">DEN310</a>
<a href="#">DEN311</a>	<a href="#">DEN312</a>	<a href="#">DEN313</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="#">DEN330</a>	<a href="#">DEN331</a>	<a href="#">DEN332</a>	<a href="#">DEN333</a>	<a href="#">DEN334</a>	<a href="#">DEN335</a>	<a href="#">DEN337</a>	<a href="#">DEN338</a>	<a href="#">DEN339</a>	<a href="#">DEN340</a>
<a href="#">DEN342</a>	<a href="#">DEN343</a>	<a href="#">DEN344</a>	<a href="#">DEN346</a>	<a href="#">DEN347</a>	<a href="#">DEN348</a>	<a href="#">DEN349</a>	<a href="#">DEN350</a>	<a href="#">DEN351</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="#">DEN361</a>	<a href="#">DEN364</a>	<a href="#">DEN365</a>	<a href="#">DEN368</a>	<a href="#">DEN369</a>
<a href="#">DEN370</a>	<a href="#">DEN371</a>	<a href="#">DEN372</a>	<a href="#">DEN373</a>	<a href="#">DEN374</a>	<a href="#">DEN375</a>	<a href="#">DEN376</a>	<a href="#">DEN377</a>	<a href="#">DEN378</a>	<a href="#">DEN379</a>
<a href="#">DEN380</a>	<a href="#">DEN385</a>	<a href="#">DEN386</a>	<a href="#">DEN388</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="#">DEN537</a>	<a href="#">DEN562</a>	<a href="#">DEN564</a>	<a href="#">DEN567</a>	<a href="#">DEN569</a>	<a href="#">DEN570</a>	<a href="#">DEN571</a>	<a href="#">DEN613</a>	<a href="#">DEN616</a>
<a href="#">DEN617</a>	<a href="#">DEN619</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="#">DEN650</a>	<a href="#">DEN651</a>
<a href="#">DEN653</a>	<a href="#">DEN654</a>	<a href="#">DEN660</a>	<a href="#">DEN665</a>	<a href="#">DEN671</a>	<a href="#">DEN674</a>	<a href="#">DEN684</a>	<a href="#">DEN686</a>	<a href="#">DEN688</a>	<a href="#">DEN690</a>
<a href="#">DEN750</a>	<a href="#">DEN757</a>	<a href="#">DEN760</a>	<a href="#">DEN781</a>	<a href="#">DEN790</a>	<a href="#">DEN791</a>	<a href="#">DEN792</a>	<a href="#">DEN794</a>	<a href="#">DEN805</a>	<a href="#">DEN810</a>
<a href="#">DEN814</a>	<a href="#">DEN835</a>	<a href="#">DEN837</a>	<a href="#">DEN845</a>	<a href="#">DEN888</a>	<a href="#">DEN890</a>	<a href="#">DEN898</a>	<a href="#">DEN906</a>	<a href="#">DEN914</a>	<a href="#">DEN917</a>
<a href="#">DEN929</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="#">DEN958</a>	<a href="#">DEN959</a>
<a href="#">DEN961</a>	<a href="#">DEN963</a>								

The shaded cells above indicate dental allowance plans with no frequency limitations on covered services. Clinical 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 (select the DEN code to open link) rather than downloading or printing the documents.

### III. MA dental benefits by state for 2024

Use this table to identify MA dental benefits corresponding to the benefit plan designs available in your state. The links to these documents appear on page 4 of this handbook.

State	SEE PAGE 4 TO ACCESS THE 2024 HUMANA MA DENTAL BENEFITS
AL	DEN088, DEN204, DEN205, DEN280, DEN287, DEN350, DEN351, DEN354, DEN368, DEN432, DEN441, DEN447, DEN478
AK	N/A
AZ	DEN050, DEN076, DEN078, DEN086, DEN204, DEN205, DEN279, DEN310, DEN313, DEN331, DEN350, DEN353, DEN359, DEN374, DEN377, DEN388, DEN432, DEN478, DEN686
AR	DEN072, DEN080, DEN088, DEN204, DEN205, DEN277, DEN287, DEN310, DEN351, DEN356, DEN386, DEN419, DEN432, DEN447, DEN478
CA	DEN008, DEN012, DEN070, DEN072, DEN074, DEN204, DEN205, DEN276, DEN277, DEN280, DEN281, DEN310, DEN311, DEN322, DEN331, DEN344, DEN373, DEN432, DEN478, DEN684, DEN686, DEN690, DEN750, DEN929
CO	DEN050, DEN086, DEN204, DEN205, DEN283, DEN335, DEN350, DEN359, DEN377, DEN432, DEN478, DEN567, DEN781, DEN929
CT	DEN204, DEN205, DEN246, DEN350, DEN372, DEN385, DEN432, DEN478
DE	DEN010, DEN044, DEN053, DEN072, DEN088, DEN204, DEN205, DEN350, DEN432, DEN468, DEN478
DC	DEN204, DEN205, DEN350, DEN351, DEN432
FL	DEN051, DEN081, DEN089, DEN141, DEN143, DEN145, DEN444, DEN448, DEN459, DEN490, DEN506, DEN570, DEN613, DEN616, DEN617, DEN619, DEN622, DEN628, DEN631, DEN632, DEN634, DEN637, DEN650, DEN651, DEN653, DEN654, DEN660, DEN665, DEN671, DEN674, DEN757, DEN814, DEN914, DEN935, DEN949, DEN958, DEN961, DEN963
GA	DEN010, DEN072, DEN088, DEN093, DEN204, DEN205, DEN280, DEN289, DEN291, DEN350, DEN351, DEN353, DEN359, DEN368, DEN375, DEN377, DEN432, DEN478, DEN489, DEN888, DEN951
HI	DEN204, DEN205, DEN330, DEN351, DEN359, DEN360, DEN361, DEN369, DEN432, DEN478, DEN562, DEN835
ID	DEN072, DEN080, DEN088, DEN204, DEN205, DEN310, DEN319, DEN354, DEN356, DEN365, DEN386, DEN432, DEN478
IL	DEN052, DEN053, DEN061, DEN072, DEN088, DEN098, DEN140, DEN142, DEN150, DEN204, DEN205, DEN277, DEN279, DEN310, DEN350, DEN351, DEN419, DEN432, DEN478, DEN537, DEN917, DEN959
IN	DEN042, DEN044, DEN088, DEN204, DEN205, DEN246, DEN277, DEN311, DEN350, DEN351, DEN353, DEN356, DEN365, DEN373, DEN379, DEN432, DEN478, DEN489, DEN562, DEN567, DEN781, DEN810
IA	DEN057, DEN072, DEN140, DEN144, DEN276, DEN319, DEN378, DEN478, DEN888, DEN951, DEN959
KS	DEN044, DEN070, DEN072, DEN088, DEN140, DEN204, DEN205, DEN277, DEN310, DEN329, DEN350, DEN353, DEN368, DEN432, DEN478, DEN917, DEN959
KY	DEN042, DEN044, DEN046, DEN053, DEN204, DEN205, DEN277, DEN311, DEN325, DEN337, DEN343, DEN346, DEN350, DEN351, DEN355, DEN356, DEN365, DEN371, DEN373, DEN432, DEN478, DEN564, DEN567, DEN781, DEN805
LA	DEN070, DEN074, DEN078, DEN080, DEN086, DEN088, DEN091, DEN204, DEN205, DEN290, DEN312, DEN330, DEN348, DEN351, DEN432, DEN441, DEN447, DEN458, DEN478

### III. MA dental benefits by state for 2024 (cont'd.)

State	SEE PAGE 4 TO ACCESS THE 2024 HUMANA MA DENTAL BENEFITS
ME	DEN204, DEN205, DEN235, DEN279, DEN310, DEN350, DEN364, DEN372, DEN389, DEN432, DEN478
MD	DEN072, DEN086, DEN088, DEN237, DEN243, DEN447, DEN478, DEN686
MA	DEN204, DEN205, DEN350, DEN372, DEN380, DEN432, DEN478
MI	DEN050, DEN204, DEN205, DEN283, DEN287, DEN311, DEN351, DEN356, DEN365, DEN374, DEN380, DEN432, DEN441, DEN478, DEN562, DEN567, DEN750, DEN959
MN	DEN057, DEN061, DEN072, DEN150, DEN204, DEN205, DEN277, DEN350, DEN351, DEN432, DEN478, DEN951, DEN959
MS	DEN078, DEN080, DEN084, DEN088, DEN204, DEN205, DEN287, DEN351, DEN377, DEN419, DEN432, DEN441, DEN447
MO	DEN044, DEN050, DEN053, DEN070, DEN072, DEN088, DEN140, DEN144, DEN204, DEN205, DEN277, DEN328, DEN329, DEN359, DEN368, DEN389, DEN432, DEN447, DEN478, DEN917, DEN959
MT	DEN080, DEN088, DEN204, DEN205, DEN286, DEN319, DEN351, DEN432, DEN478, DEN959
NE	DEN057, DEN072, DEN140, DEN142, DEN319, DEN378, DEN478, DEN888, DEN951
NV	DEN019, DEN072, DEN204, DEN205, DEN280, DEN288, DEN310, DEN331, DEN332, DEN350, DEN351, DEN371, DEN432, DEN478, DEN571, DEN686, DEN948
NH	DEN204, DEN205, DEN284, DEN310, DEN350, DEN372, DEN432, DEN478
NJ	DEN044, DEN204, DEN205, DEN325, DEN330, DEN350, DEN355, DEN356, DEN369, DEN371, DEN375, DEN432, DEN478
NM	DEN078, DEN204, DEN205, DEN350, DEN356, DEN359, DEN368, DEN374, DEN377, DEN432, DEN478, DEN567
NY	DEN204, DEN205, DEN245, DEN282, DEN283, DEN310, DEN323, DEN330, DEN338, DEN347, DEN350, DEN364, DEN365, DEN368, DEN432, DEN478, DEN526, DEN564
NC	DEN010, DEN072, DEN080, DEN088, DEN204, DEN205, DEN276, DEN281, DEN286, DEN287, DEN290, DEN291, DEN350, DEN351, DEN373, DEN432, DEN478
ND	DEN061, DEN072, DEN204, DEN205, DEN281, DEN350, DEN378, DEN432, DEN478, DEN951, DEN959
OH	DEN088, DEN140, DEN204, DEN205, DEN246, DEN283, DEN311, DEN313, DEN350, DEN351, DEN356, DEN359, DEN365, DEN373, DEN374, DEN432, DEN441, DEN478, DEN489, DEN562, DEN688
OK	DEN044, DEN072, DEN080, DEN088, DEN144, DEN204, DEN205, DEN277, DEN310, DEN319, DEN334, DEN337, DEN350, DEN353, DEN356, DEN368, DEN377, DEN386, DEN419, DEN432, DEN478, DEN750, DEN959
OR	DEN046, DEN072, DEN080, DEN088, DEN204, DEN205, DEN310, DEN316, DEN329, DEN337, DEN350, DEN354, DEN356, DEN365, DEN368, DEN379, DEN432, DEN478
PA	DEN038, DEN044, DEN050, DEN053, DEN142, DEN204, DEN205, DEN293, DEN333, DEN350, DEN351, DEN369, DEN371, DEN380, DEN432, DEN478, DEN569, DEN781, DEN837
RI	DEN019, DEN204, DEN205, DEN370, DEN373, DEN432, DEN478
SC	DEN010, DEN088, DEN093, DEN204, DEN205, DEN276, DEN280, DEN291, DEN329, DEN350, DEN351, DEN353, DEN359, DEN368, DEN376, DEN377, DEN432, DEN478, DEN489, DEN888, DEN951

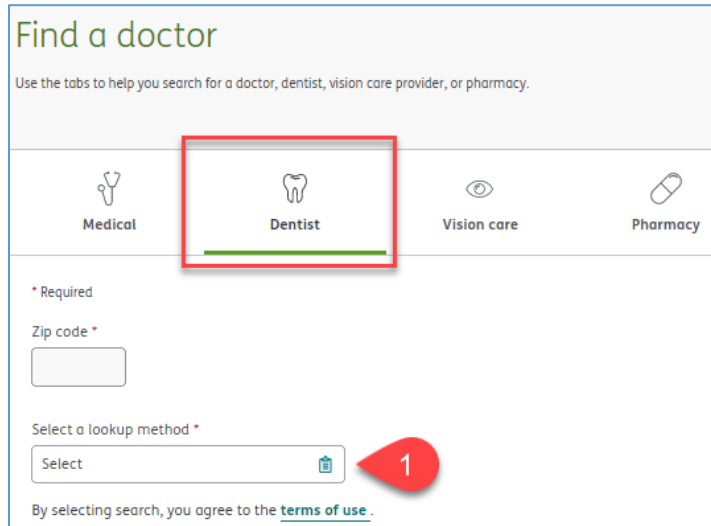
### III. MA dental benefits by state for 2024 (cont'd.)

State	SEE PAGE 4 TO ACCESS THE 2024 HUMANA MA DENTAL BENEFITS
SD	DEN061, DEN072, DEN204, DEN205, DEN281, DEN290, DEN310, DEN350, DEN378, DEN432, DEN478, DEN951, DEN959
TN	DEN082, DEN086, DEN091, DEN204, DEN205, DEN287, DEN316, DEN350, DEN351, DEN354, DEN356, DEN374, DEN377, DEN432, DEN441, DEN458, DEN478
TX	DEN052, DEN057, DEN059, DEN061, DEN093, DEN142, DEN158, DEN204, DEN205, DEN277, DEN278, DEN281, DEN288, DEN289, DEN290, DEN337, DEN339, DEN342, DEN350, DEN353, DEN365, DEN368, DEN369, DEN371, DEN374, DEN432, DEN478, DEN489, DEN567, DEN569, DEN794, DEN845
UT	DEN080, DEN088, DEN293, DEN337, DEN354, DEN368, DEN377, DEN478
VT	DEN204, DEN205, DEN350, DEN372, DEN432, DEN478
VA	DEN010, DEN042, DEN046, DEN072, DEN080, DEN086, DEN088, DEN091, DEN204, DEN205, DEN276, DEN281, DEN311, DEN319, DEN334, DEN337, DEN340, DEN350, DEN351, DEN372, DEN432, DEN441, DEN478, DEN489
WA	DEN046, DEN080, DEN204, DEN205, DEN310, DEN311, DEN313, DEN316, DEN328, DEN334, DEN337, DEN339, DEN349, DEN350, DEN354, DEN368, DEN419, DEN432, DEN478
WV	DEN044, DEN050, DEN144, DEN204, DEN205, DEN350, DEN351, DEN356, DEN365, DEN369, DEN371, DEN373, DEN386, DEN432, DEN478, DEN837
WI	DEN050, DEN072, DEN150, DEN204, DEN205, DEN277, DEN278, DEN279, DEN350, DEN351, DEN359, DEN419, DEN432, DEN449, DEN478, DEN959
WY	DEN080, DEN088, DEN205, DEN353, DEN354, DEN432, DEN478

## 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 provided in the images below.


If you find information that needs to be updated, please call Humana Provider Customer Service at **800-833-2223**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time. If your practice 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.

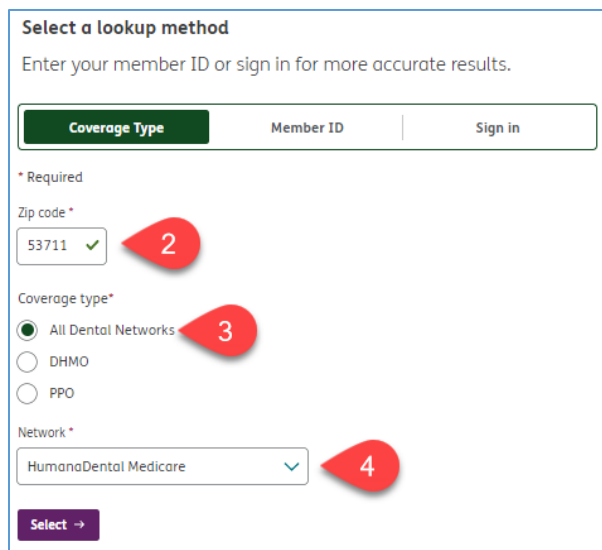
Medical **Dentist** Vision care Pharmacy

\* Required  
Zip code \*

Select a lookup method \*  
Select  **1**

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

Depending on where the patient purchased their policy, select either the Humana Dental Medicare Network or Florida GoldPlus Dental Network (for members who purchased their MA plan in Florida).



**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 ✓ **2**

Coverage type\*  
 All Dental Networks **3**  
 DHMO  
 PPO

Network \*  
HumanaDental Medicare ✓ **4**

Select →



## V. Humana contact information

Please refer to our **welcome guide** for information on how to submit MA claims (identified as “Humana Dental” in the guide). This guide also provides steps to access the secure dental website where you can review patient eligibility and benefits.

Our dental provider website at **Humana.com/Provider/Dentist** offers information about:

- Dental credentialing and recredentialing
- How to set up electronic payment preferences through **Availity Essentials**
- Submitting claims online via **DentalXChange**
- Submit claims by mail to:
  - Humana Dental Claims Office
  - P.O. Box 14611
  - Lexington, KY 40512-4611
- Claims documentation – Humana Medicare payer ID is 73288 for dental claims (also referred to as Humana Dental)
- Medicare compliance regulations

Call Humana Provider Customer Service 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 Humana Dental Medicare Network through one of our dental network partners. If so, please contact the partner network directly with questions, including those about your listing in Humana’s provider directory. For claims questions, please call Humana Provider Customer Service.

Humana partners with:

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