



An update from Humana Dental regarding the Change Healthcare cyber security incident (March 7, 2024)

Humana Dental would like to make you aware of a situation that may impact your ability to submit claims on your Humana-insured patients if you utilize Change Healthcare as your electronic clearinghouse.

What happened?

On Feb. 21, 2024, Humana was notified that Change Healthcare (an electronic clearinghouse not associated with Humana) encountered a security breach, which has resulted in a widespread system outage. Humana is taking the steps necessary to protect our members' personal information while minimizing any disruptions they may encounter when accessing healthcare services.

What does this mean to you?

Due to this breach, the connection between Humana and Change Healthcare is not currently in service. To prevent any delay in your Humana claims, you may need to implement alternate methods for claims submissions as soon as possible.

What do I need to do next?

Humana has a relationship with two additional clearinghouses: Availity Essentials and Dental Xchange. Either of these can be used instead of Change Healthcare.

- **Option 1: Dental Xchange – electronic claims**
Dental Xchange accepts all dental claims and pre-treatment estimates, and they can accept claim attachments. They are standing by to assist you at 800-576-6412, ext. 464.
- **Option 2: Availity Essentials – electronic claims**
View [instructions](#) on how to use Availity for your claim submissions.

Availity has also created a [microsite](#) to assist health plans, providers and trading partners. If you need assistance, complete the form on this microsite and a representative from Availity will reach out to you to assess the situation and advise on next steps. In addition, for providers who have existing Availity accounts, the microsite provides guidance on how to utilize that account to exchange both batch and real-time transactions.

Please note: Availity cannot be used for pre-treatment estimates and does not support claim attachments.



Remittances:

Remittances can be located on Availity Essentials by following the steps below:

Availity.com remittance inquiry:

1. Log in to **Availity.com** with your username and password.
2. Select **Claims & Payments** in the top navigation bar.
3. Select **Remittance Viewer**.
4. Select **Remittance Inquiry (Humana)**.
5. Select the **Organization and Payer (Humana)** and **Continue**.
6. Select **Tax Id**.
7. Select **Search Type**.
 - ACH Number
 - Check Number
 - Claim Number
 - Remit Number
 - BOP Number
 - Family Unit by Service Date
 - Family Unit by Voucher Date
 - Member by Service Date
 - Member by Voucher Date
 - Service Date
 - Voucher Date (enter date range to view up to 31 days of remits)
 - EFT Deposit Date
8. Once the listing or remit is displayed, you may now download if needed; select the link for the file type (text [X12], Excel [.csv] and EOR [.pdf]).

Note: If you do not have access to the tool, please contact your administrator. To find your administrator's contact information, select your account option on the navigation bar, and then select **My Administrators**. Availity administrators can grant access to the "Claim Status" role.

Paper claims

If Availity and Dental Xchange are not suitable options for you, Humana will accept paper claims.

If you choose to submit paper claims, send to the following address:

Humana Dental Claims
P.O. Box 14611
Lexington, KY 40512-4611

**TeamCare claims**

Humana and TeamCare have a claims partnership. If you see a TeamCare member, you can use the electronic claims submission options listed above. The TeamCare unique payer ID is 36215. If electronic options are not suitable, you may submit paper claims to the following address:

TeamCare

P.O. Box 5116

Des Plaines, IL 60017

For efficient processing and faster payments to your office, please consider submitting claims through Availity or Dental Xchange instead of paper.