

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.

Humana[®]

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Table of contents

- I. MA ID card sample.....3
- II. MA dental benefits for 20244
- III. MA dental benefits by state for 20245
- III. MA dental benefits by state for 2024 (continued)6
- III. MA dental benefits by state for 2024 (continued)7
- IV. Verifying your directory information8
- V. Humana contact information.....9

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 does not 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

DEN002	DEN003	DEN008	DEN010	DEN012	DEN019	DEN038	DEN042	DEN044	DEN046
DEN050	DEN051	DEN052	DEN053	DEN057	DEN059	DEN061	DEN070	DEN072	DEN074
DEN076	DEN078	DEN080	DEN081	DEN082	DEN084	DEN086	DEN088	DEN089	DEN091
DEN093	DEN098	DEN140	DEN141	DEN142	DEN143	DEN144	DEN145	DEN150	DEN158
DEN204	DEN205	DEN210	DEN211	DEN212	DEN213	DEN214	DEN215	DEN216	DEN217
DEN218	DEN219	DEN220	DEN221	DEN227	DEN228	DEN229	DEN230	DEN235	DEN237
DEN243	DEN245	DEN246	DEN276	DEN277	DEN278	DEN279	DEN280	DEN281	DEN282
DEN283	DEN284	DEN286	DEN287	DEN288	DEN289	DEN290	DEN291	DEN293	DEN310
DEN311	DEN312	DEN313	DEN316	DEN319	DEN322	DEN323	DEN325	DEN328	DEN329
DEN330	DEN331	DEN332	DEN333	DEN334	DEN335	DEN337	DEN338	DEN339	DEN340
DEN342	DEN343	DEN344	DEN346	DEN347	DEN348	DEN349	DEN350	DEN351	DEN353
DEN354	DEN355	DEN356	DEN359	DEN360	DEN361	DEN364	DEN365	DEN368	DEN369
DEN370	DEN371	DEN372	DEN373	DEN374	DEN375	DEN376	DEN377	DEN378	DEN379
DEN380	DEN385	DEN386	DEN388	DEN389	DEN411	DEN412	DEN413	DEN414	DEN415
DEN416	DEN417	DEN418	DEN419	DEN432	DEN441	DEN444	DEN447	DEN448	DEN449
DEN458	DEN459	DEN468	DEN478	DEN489	DEN490	DEN491	DEN492	DEN493	DEN494
DEN495	DEN496	DEN497	DEN498	DEN502	DEN503	DEN504	DEN506	DEN510	DEN511
DEN526	DEN537	DEN562	DEN564	DEN567	DEN569	DEN570	DEN571	DEN613	DEN616
DEN617	DEN619	DEN622	DEN628	DEN631	DEN632	DEN634	DEN637	DEN650	DEN651
DEN653	DEN654	DEN660	DEN665	DEN671	DEN674	DEN684	DEN686	DEN688	DEN690
DEN750	DEN757	DEN760	DEN781	DEN790	DEN791	DEN792	DEN794	DEN805	DEN810
DEN814	DEN835	DEN837	DEN845	DEN888	DEN890	DEN898	DEN906	DEN914	DEN917
DEN929	DEN933	DEN935	DEN946	DEN947	DEN948	DEN949	DEN951	DEN958	DEN959
DEN961	DEN963								

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, 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, DEN140, DEN142, DEN150, DEN204, DEN205, DEN277, DEN279, DEN310, DEN350, DEN351, DEN419, DEN432, DEN478, DEN537, 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, 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, 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, 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
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

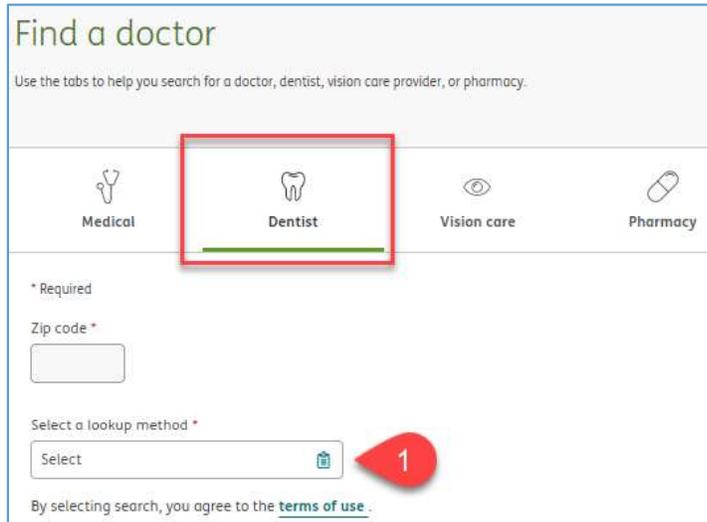
III. MA dental benefits by state for 2024 (cont'd.)

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, 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
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.

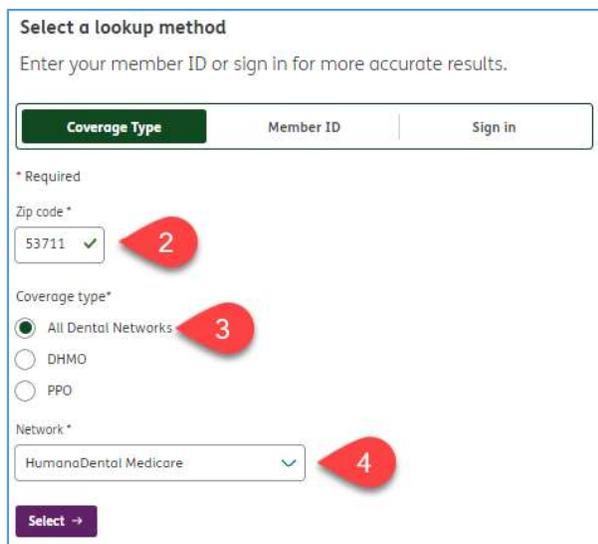
Medical **Dentist** Vision care Pharmacy

* 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