

Humana Dental® Highlights

A publication of Humana Dental

March 2021

Stay safe in 2021!

COVID updates: During this time of uncertainty, Humana continues doing everything we can to ensure a smooth continuation of services for dental providers. We are here to help in any way we can, so please call us at **800-833-2223** if we can help. The National Association of Dental Plans (NADP) has published COVID-19 FAQs on WhyDental.org. The FAQ content is accessible via the [NADP.org](https://www.nadp.org) home page. Direct link: www.whydental.org/individuals/covid-19-faqs.

Important information at a glance

What the Council for Affordable Quality Healthcare (CAQH) means for you:

On July 1, 2020, Humana started accepting only CAQH and state-mandated applications

- Complete the profile just once and share with multiple dental carriers of your choice.
- Self-report, update and store professional and/or practice information in a user-friendly online source as needed.
- Re-credentialing is quick and easy . . . just re-attest and ensure your information is still accurate.
- Share information common to multiple practice locations among providers in that practice. Humana is now utilizing the ADA® credentialing service, powered by CAQH ProView®. CAQH is now the industry standard trusted by more than 1.6 million healthcare providers. It captures and shares self-reported professional and practice information. This service improves the credentialing process by centralizing and standardizing a single credentialing application for all participating dental plans. Any U.S. practicing provider can use this service to streamline the credentialing process. Learn more by visiting www.ada.org/credentialing.
- To send X-rays, periodontal charts and intraoral pictures over the Internet, use FastAttach® through National Electronic Attachment Inc. (NEA). For questions or concerns, please call NEA at 800-782-5150 or visit www.nea-fast.com. Provider support is available via phone, online chat, and email Monday through Thursday from 8:30 a.m. to 7 p.m., Eastern time, and Fridays from 8:30 a.m. to 5:30 p.m., Eastern time.
- Humana Dental provider credentials are renewed every three years, depending on state requirements. Direct-contract providers will begin receiving reminders 120 days from their due date to begin the renewal process.
- For credentialing issues, email DentalService@humana.com.

Numbers to know

Humana's automated information lines provide claims and patient information. When calling, please have the following information handy:

- Dentist tax ID
- Member name, date of birth, plan ID
- Date of service

Humana Dental/Medicare dental
800-833-2223

8 a.m. – 8 p.m. Eastern time,
Monday through Friday

CompBenefits:

800-342-5209

8 a.m. – 5 p.m., Eastern time

Federal Advantage Plan:

877-692-2468

8 a.m. – 5 p.m., Eastern time

Humana Medicare Access/
Discount plan:

800-898-0371

8 a.m. – 5 p.m., Eastern time

Central States:

800-323-2190

8 a.m. – 5 p.m., Eastern time

Helpful links to make your life easier:

[Medicare Handbook](https://www.humana.com/provider/dentist-resources/medicare-advantage-supplemental-dental-handbook): <https://www.humana.com/provider/dentist-resources/medicare-advantage-supplemental-dental-handbook>

[Provider Manual](https://www.humana.com/provider/dentist-resources/tools-resources): <https://www.humana.com/provider/dentist-resources/tools-resources>

[Resources for you](https://www.humana.com/provider/dentist-resources): <https://www.humana.com/provider/dentist-resources>

Provider Spotlight:

Starting next quarter, we will highlight a dental provider in each newsletter. If you would like to be spotlighted, please email your name, state, photo and three fun facts about yourself (for example why you became a dentist) to chanks@humana.com.



Humana now offers preferred provider organization (PPO) benefits to federal employees and TRICARE retirees, effective Jan. 1. The granted states are Alabama, Arizona, Arkansas, California, Colorado, District of Columbia, Florida, Georgia, Illinois, Indiana, Kansas, Kentucky, Louisiana, Maryland, Missouri, Mississippi, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee, Texas, Utah, Virginia and West Virginia.

Keep us posted so we can keep you informed

Please notify us of any changes to your contact information as soon as possible, Including:

- Hours of operation
- Ability to accept new patients
- Arrival and departure of practice providers
- Address and phone number

By keeping us informed, we can accurately reflect your practice in our directory and provide you with important plan updates on your Humana members. Email updates to NetAdminCorrespondence@humana.com or fax us at 920-632-1483.

HumanaDental Highlights is a quarterly publication for dental providers throughout the Humana network.