COVID-19 Updates:

During this time of uncertainty Humana is doing everything we can to ensure a smooth continuation of services for our Providers. We are here to help in any way we can, please call us at 800-833-2223, for more in formation.NADP has published COVID-19 FAQs on WhyDental.org, which is the NADP public website featuring content for external audiences (consumers, providers, employers, etc.). The FAQ content is accessible via the NADP.org home page. Direct link: www.whydental.org/individuals/covid-19-faqs

Important information at a glance

What CAQH means for you:

On July 1, 2020 Humana started only accepting 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 providers. It captures, 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 1-800-782-5150 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.

- HumanaDental 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, contact 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, DOB, plan ID
- Date of service

HumanaDental/Medicare dental
1-800-833-2223
8 a.m. – 8 p.m. Eastern time, Monday through Friday

CompBenefits:
1-800-342-5209
8 a.m. – 5 p.m. Eastern time

Federal Advantage Plan:
1-877-692-2468
8 a.m. – 5 p.m. Eastern time

Humana Medicare Access/Discount plan:
1-800-898-0371
8 a.m. – 5 p.m. Eastern time

Central States:
1-800-323-2190
8 a.m. – 5 p.m. Eastern time
COVID-19 may have impacted your dental practice and that has prompted us to do more than simply offer our gratitude to your dedication. Because you are so driven to care for your patients, especially our members, we are going to help with costs as restrictions ease across different states and patients begin to return to in-person health appointments.

<table>
<thead>
<tr>
<th>Humana will pay an additional $7 per Humana member claim for participating dentists*</th>
<th>We are also offering an Employee Assistance Program (EAP) to you and your team members</th>
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<tr>
<td>• There is no need to change your billing patterns to receive this personal protection equipment (PPE) stipend, and it runs through Sept. 30, 2020.</td>
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<td>• Learn more about it at 888-673-1154.</td>
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<tr>
<td>• Send in claims with services rendered and we’ll provide a bulk payment in total at the end of each month. You have until November 30 to submit a claim for services rendered through Sept. 30.</td>
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<td>• This assistance is intended to help your practice navigate the effects COVID-19 may have caused.</td>
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<td>• These non-insurance services are provided by Humana EAP and Work-Life Services.</td>
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Are you a Humana Advantage Provider?

The 2019 Medicare Advantage ID card (shown above) indicates a website for dentists – Humana.com/sb. There you will find the benefit descriptions for Humana’s Medicare Advantage plans, which provide the details you need to provide services and submit claims.

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 1-920-632-1483.

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