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Registering for the MyCompbenefits.com dental provider portal

Access the MyCompBenefits.com registration page by clicking either the Register Now! link or CLICK HERE TO REGISTER link on the login page.

The Registration page will now display. Enter your desired username and password (following the stated requirements), email address, the type of user you are registering and then select two security questions and provide answers. Once complete, click the Next button.
The profile page will now display. Enter your Practice Name, Facility #, Work Phone, Tax ID # or NPI # and address. This phone number, tax identification number (TIN) and Facility ID must exactly match what Humana has on file. Once completed, click Next to finalize the registration.

The confirmation page will now display. Click Continue to enter the MyCompBenefits.com provider portal with your new login.
Recover Username
If you have forgotten the username you created and need to recover it, click the “What is my username?” link on the sign-in page.

Select Dentist from the User Type drop-down menu and click Next.
Enter the profile information you provided during the registration process: Practice Name, Facility Number, Work Phone, Tax ID Number and Address. Then click Next.

The security questions you provided during the registration process will now display. Enter the answers you provided, then click submit.

The Email Validation page will then display. Verify the email is valid and click submit.
Email Validation

Please update your email address in order to receive any information updates.

Email address: neturnstein@humana.com

Submit

Your username will now be sent to the email on file.

User Name has been sent to your e-mail address!

Go back to user login page and sign in.
Recover Password

If you have forgotten the username you created and need to recover it, click the “Forgot your password?” link on the sign-in page.

The Lost Password Request page will display. Select Dentist from the User Type menu, enter your username and click Next.
The security questions you provided during registration will now display, enter the answers you gave, then click submit.

The Confirmation page will display and your password will be sent to the email we have on file.
Eligibility and Benefits

To review a member’s eligibility and benefit coverage, click the “View Eligibility, Claims Status and Claims Details (Processed Claims)” link from the MyCompBenefits.com provider portal landing page.

The member Query Page will display. Enter the member’s 13-digit CompBenefits ID number and click the Get Member Info button.
If there are multiple members with that ID number, a Member List page will display with all applicable members. Click the appropriate patient from the Member Name link to continue viewing the information for that patient.

The Member Detail page will now display. The patient’s eligibility information, including their group name and number if applicable and policy effective and termination dates, can be found here. To reach the benefit summary, click the Benefits button.
The Member Benefit Summary page will display with benefit details for the patient. Any applicable waiting periods will be listed as well as Deductibles and Annual Maximums for the different coverage categories.

### Member Benefit Summary

**Name:**

**Subscriber SSN:**

**Plan Type:** Preferred Provider Organization with Fee Schedule (PP01)

**Plan:** S7994

<table>
<thead>
<tr>
<th>Category</th>
<th>Credit Hours</th>
<th>Waiting Period</th>
<th>In Network Covered %</th>
<th>Out of Network Covered %</th>
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</thead>
<tbody>
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<td>A. Diagnostic &amp; Preventive</td>
<td>0</td>
<td>0</td>
<td>100</td>
<td>70</td>
</tr>
<tr>
<td>B. Basic Services</td>
<td>0</td>
<td>0</td>
<td>50</td>
<td>30</td>
</tr>
<tr>
<td>C. Major Services</td>
<td>0</td>
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<tr>
<td>D. Orthodontics</td>
<td>0</td>
<td>0</td>
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</table>

#### Annual & Calendar Year

<table>
<thead>
<tr>
<th>Category</th>
<th>Annual Max</th>
<th>Annual Max Remaining</th>
<th>Life Max</th>
<th>Life Max Remaining</th>
<th>Annual Max</th>
<th>Annual Max Remaining</th>
<th>Life Max</th>
<th>Life Max Remaining</th>
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</thead>
<tbody>
<tr>
<td>Coverage A, B, C</td>
<td>1000</td>
<td>750</td>
<td></td>
<td></td>
<td>1000</td>
<td>750</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coverage D</td>
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<td>0</td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Network</th>
<th>Category</th>
<th>Deductible</th>
<th>Deductible Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Network</td>
<td>Coverage A</td>
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<td>0</td>
</tr>
<tr>
<td>In Network</td>
<td>Coverage B</td>
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<td>0</td>
</tr>
<tr>
<td>In Network</td>
<td>Coverage C, D</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Out of Network</td>
<td>Coverage A, B</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td>Out of Network</td>
<td>Coverage C, D</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

This is general information about your benefit plan and is not a guarantee of payment or benefits available. Always refer to your Certificate and Schedule of Benefits for complete details about your plan.
Claims Status

To review a patient’s eligibility and benefit coverage, click the View Eligibility, Claims Status and Claims Details (Processed Claims) link from the MyCompBenefits.com provider portal landing page.

The member Query Page will display. Enter the member’s 13-digit CompBenefits ID number and click the Get Member Info button.
If there are multiple patients with that ID number, a Member List page will display with all applicable patients. Click the Member Name link to continue viewing the information for that patient.

The Member Detail page will now display. To access the claims search, click the Claims button.
The claims query page will display. Enter the date range you would like to search and click the Get Claims button.

Search Results will display. To see a detailed breakdown of how the claim was processed, click the View link on the right side of the results.
The claim details will display. You can also access the explanation of benefits (EOB) for the claim by clicking the View EOB link in the upper left of the page.

The EOB will open in a new window in PDF format.
EOB listings
To view a list of all EOBs for the specific time frame, click the View/Print EOB link on the MyCompBenefits.com provider landing page.

Enter the date range you would like to search and click Submit.
All EOBs for the specified date range will display. Click the EOB number on right side to view the PDF of the EOB.

The EOB will open in a new window in a PDF format.
DHMO Rosters
You can view the monthly dental health maintenance organization (DHMO) rosters and associated payments by clicking the View DHMO Eligibility Latest Listings link on the dental provider portal landing page.

The next page will display a list of the most recent documents. Scroll to the bottom of the page to access the most recent or use the date search on the top of the page to find the document for the time frame. Once found, click the Document Link to continue.
The document will open as a PDF in a new window.
ERA/EFT Setup
You cannot sign up for ERA/EFT directly from the MyCompBenefits.com dental provider portal. There are two options available:

- **No Cost Automated Clearing House (ACH):**
  - [https://www.ProviderPayments.com](https://www.ProviderPayments.com)

- **Fee-based Automated Clearing House:**
  ECHO offers an enhanced automated clearing house solution that allows providers to receive electronic fund transfers for all payers with a single enrollment via [https://Enrollments.ECHOHealthinc.com](https://Enrollments.ECHOHealthinc.com).