

2027 Humana Medicare Advantage



DENTAL OFFICE HANDBOOK

Information to help administer Humana Medicare Advantage dental benefits

2027 highlights

Preventive dental benefits: Humana Medicare Advantage (MA) plans have unique, competitive benefits that encourage preventive care, bringing more satisfied patients to your practice. Humana covers 2 routine cleanings a year, plus exams and X-rays on 100% of MA plans nationwide.

Rich dental benefits: 81% of patients will have embedded benefits that cover some major services. 84% of patients will have plans that cover periodontal scaling. No coinsurance, 30% or 50% coinsurance may apply to basic and major services depending on the patient's MA plan.

Single Point of Contact (SPOC): Humana provides a trusted adviser to help in-network providers solve administrative issues, answer plan questions and get back to patient care faster.

Humana knows Medicare. To learn more about our plan offerings from a Medicare expert, ask your SPOC about a visit from a licensed, local Humana sales agent.

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.

Join our network

Scan the QR code, or visit
[Provider.Humana.com/dentist-resources/join-dental-network](https://www.Provider.Humana.com/dentist-resources/join-dental-network)



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I. MA ID card sample

Humana members are not issued a separate dental ID card because their dental benefits are included on their Humana MA ID card. The medical network is shown on the front of the card. Humana MA plans use a nationwide preferred provider organization (PPO) dental network.* 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.



The 6-character DEN code indicates the patient's plan.

Humana MA supplemental dental benefits are provided through the HumanaDental 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.

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.

Network name	Contract and fee schedules	States	Benefits
HumanaDental Medicare	PPO	Nationwide	Patients have in-network or in- and out-of-network benefits depending on their plan.
Florida GoldPlus Dental	PPO	Nationwide	

*Some Integrated Dual Eligible Special Needs Plans in Illinois, Indiana, and Michigan include dental benefits that do not utilize the HumanaDental Medicare Network, specifically DEN262, DEN268 and DEN294. These plans are not referenced in this handbook. The patient may call member services at the number provided on the back of their ID card for further assistance.

II. MA dental benefits for 2027

Refer to the table below to find the 2027 MA dental benefit document that matches the 6-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 2027 Humana dental benefits.

DEN002	DEN003	DEN042	DEN044	DEN050	DEN053	DEN055	DEN057	DEN098	DEN130
DEN140	DEN142	DEN144	DEN157	DEN210	DEN211	DEN212	DEN213	DEN214	DEN215
DEN216	DEN217	DEN218	DEN219	DEN220	DEN221	DEN227	DEN228	DEN229	DEN230
DEN235	DEN236	DEN237	DEN238	DEN239	DEN240	DEN241	DEN243	DEN245	DEN246
DEN262	DEN268	DEN276	DEN278	DEN280	DEN282	DEN283	DEN284	DEN285	DEN286
DEN287	DEN288	DEN289	DEN290	DEN293	DEN294	DEN310	DEN311	DEN316	DEN321
DEN325	DEN331	DEN337	DEN338	DEN339	DEN340	DEN342	DEN345	DEN346	DEN348
DEN350	DEN351	DEN352	DEN353	DEN356	DEN359	DEN368	DEN369	DEN374	DEN377
DEN379	DEN382	DEN384	DEN385	DEN386	DEN388	DEN406	DEN411	DEN412	DEN413
DEN414	DEN415	DEN416	DEN417	DEN418	DEN491	DEN492	DEN493	DEN494	DEN495
DEN496	DEN497	DEN498	DEN502	DEN503	DEN504	DEN564	DEN567	DEN571	DEN611
DEN612	DEN620	DEN625	DEN630	DEN650	DEN651	DEN714	DEN732	DEN733	DEN734
DEN738	DEN739	DEN740	DEN744	DEN760	DEN762	DEN763	DEN783	DEN785	DEN790
DEN791	DEN792	DEN817	DEN818	DEN832	DEN849	DEN852	DEN856	DEN863	DEN875
DEN876	DEN890	DEN898	DEN902	DEN906	DEN921	DEN946	DEN947	DEN968	DEN972
DENA02	DENA04	DENA10	DENA12	DENA17	DENA18	DENA19	DENA38	DENA63	DENA79
DENB75	DENB78	DENC03	DENC04	DENC08	DENC15	DENC91	DENC92	DENC99	DEND05
DEND35	DEND36	DEND43	DEND44	DEND53	DENE48	DENE49	DENE52	DENE54	DENE55
DENE56	DENE58	DENE59	DENE60	DENE62	DENE64	DENE66	DENE68	DENE69	DENE70
DENE71	DENE73	DENE74	DENE75	DENE78	DENE79	DENE83	DENE84	DENE85	DENE86
DENE87	DENE90	DENE92	DENE93	DENE95	DENH55	DENH56	DENH57	DENH58	DENH59
DENH60	DENH61	DENH63	DENH67	DENH69	DENH71	DENH73	DENH75	DENH83	DENH84
DENH85	DENH86	DENH87	DENH88	DENH89	DENH91	DENH98	DENJ01	DENJ03	DENJ05
DENJ07	DENJ08	DENJ10	DENJ17	DENJ18	DENJ20	DENJ22	DENJ24	DENJ26	DENJ28
DENJ30	DENJ32	DENJ34	DENJ41	DENJ44	DENJ45	DENJ46	DENJ48	DENJ51	DENJ52
DENJ53	DENJ59	DENJ63	DENJ76	DENJ77	DENJ78	DENJ80	DENJ82	DENJ84	DENJ86
DENJ88	DENJ90	DENJ92	DENJ96	DENJ97	DENJ98	DENJ99	DENK01	DENK02	DENK03
DENK04	DENK08	DENK11	DENK12	DENK15	DENK18	DENK26	DENK33	DENK37	DENK38
DENK43	DENK47	DENK49	DENK51	DENK55	DENK57	DENK59	DENK61	DENK63	DENK65
DENK67	DENK69	DENK71	DENK72	DENK73	DENK75	DENK76	DENK77	DENK79	DENK81
DENK87	DENK91	DENK99	DENL01	DENL03	DENL08	DENL12	DENL14	DENL15	DENL16
DENL18	DENL22	DENL24	DENL26	DENL28	DENL30				

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.

Introducing the new MA dental benefit search tool

You can quickly find benefit information with our MA dental benefit search tool on Humana.com/SB. Enter the MA plan year and DEN code to access covered ADA codes, benefit frequencies and more.

You can find the DENxxx code on the back of the member ID card or in plan documents.

Check MA dental code benefits

Plan year*

DEN code*

ADA code

2026

DEN088

D0120

Search →

DEN088 Results

2026 Medicare Advantage (MA) dental benefits

[Review full dental plan](#)

Deductible: \$0

Annual Maximum: \$2,000

Waiting periods: None

Exams

ADA Code	Description	Coverage
D0120	Periodic oral evaluation – established patient	In-network: 100%
	Unlimited up to annual maximum	Out of network: 100%

III. MA dental benefits by state for 2027

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 Humana MA dental benefit
AL	DEN098, DEN289, DEN350, DENE52, DENE56, DENE62, DENE68, DENE83, DENJ20, DENJ51, DENK49, DENK59, DENK73, DENK77, DENL16, DENL26
AK	
AZ	DEN310, DEN350, DENJ10, DENJ24, DENJ30, DENJ41, DENJ44, DENJ51, DENJ53, DENJ86, DENK03, DENK08, DENK11, DENK61, DENK65, DENK77
AR	DEN325, DEN350, DEN368, DEN379, DEN385, DENC08, DENE49, DENE58, DENE62, DENE66, DENH60, DENH86, DENK38, DENK51, DENK67, DENK71, DENK99, DENL08
CA	DEN238, DEN310, DEN311, DEN350, DENH55, DENH57, DENH58, DENH63, DENH83, DENJ20, DENJ22, DENJ46, DENJ82, DENJ96, DENJ98, DENK02, DENK08, DENK47, DENK49, DENK65, DENK73, DENL22
CO	DEN053, DEN293, DEN340, DEN350, DEN386, DENC91, DENH60, DENH63, DENH67, DENH69, DENH75, DENJ18, DENJ20, DENJ46, DENK02, DENK15
CT	DEN350, DENH88, DENJ99
DC	DEN350
DE	DENJ51, DENK04, DENK99
FL	DEN049, DEN097, DEN103, DEN117, DEN139, DEN157, DEN194, DEN202, DEN611, DEN612, DEN620, DEN625, DEN630, DEN650, DEN651, DEN723, DEN724, DEN725, DEN726, DEN748, DEN831, DEN833, DEN848, DEN857, DEN903, DENA10, DENA17, DENB78, DENE48, DENE55, DENE59, DENE69, DENE71, DENE74, DENE79, DENE84, DENE86, DENE90, DENE92, DENE93, DENF05, DENF26, DENJ07, DENJ08, DENJ77, DENK18, DENK26, DENK72, DENK76, DENL01, DENL03, DENL15
GA	DEN240, DEN241, DEN243, DEN310, DEN350, DEN351, DEN356, DEN968, DEND43, DENE62, DENE70, DENJ20, DENJ22, DENJ45, DENJ48, DENJ52, DENJ99, DENK12, DENK33, DENK43, DENK47, DENK55, DENK61, DENK63, DENK99, DENL16
HI	DEN310, DEN350, DEN351, DEN369, DENA12
ID	DEN044, DEN098, DEN350, DENJ20, DENJ24, DENJ28, DENJ45, DENJ96, DENK01
IL	DEN350, DEN351, DEN359, DEN368, DENA12, DENJ20, DENJ22, DENJ24, DENJ51, DENJ78, DENJ84, DENJ88, DENJ92, DENJ96, DENJ99, DENK01, DENK38, DENK91, DENL24
IN	DEN050, DEN057, DEN140, DEN276, DEN350, DEN368, DEN374, DEN382, DEN406, DEN968, DENA04, DENA12, DENB75, DENH86, DENH87, DENJ10, DENJ86, DENJ99
IA	DEN055, DEN368, DEN968, DENJ20, DENJ32, DENJ76, DENL24
KS	DEN055, DEN311, DEN368, DENJ24, DENJ53, DENJ78, DENJ82, DENK38, DENK91, DENK99, DENL24
KY	DEN042, DEN057, DEN142, DEN144, DEN239, DEN276, DEN311, DEN316, DEN337, DEN345, DEN350, DEN351, DEN374, DEN379, DEN571, DEN968, DENA02, DENA04, DENA12, DENB75, DENC03, DENC04, DENH59, DENH86, DENH87, DENJ86, DENJ99, DENL14
LA	DEN053, DEN288, DEN339, DEN348, DEN351, DEN384, DENE73, DENE75, DENE95, DENH60, DENH75, DENH98, DENJ34, DENK55, DENK65, DENK73, DENK75, DENK81, DENK87, DENL14, DENL22, DENL24, DENL26, DENL30

III. MA dental benefits by state for 2027 (continued)

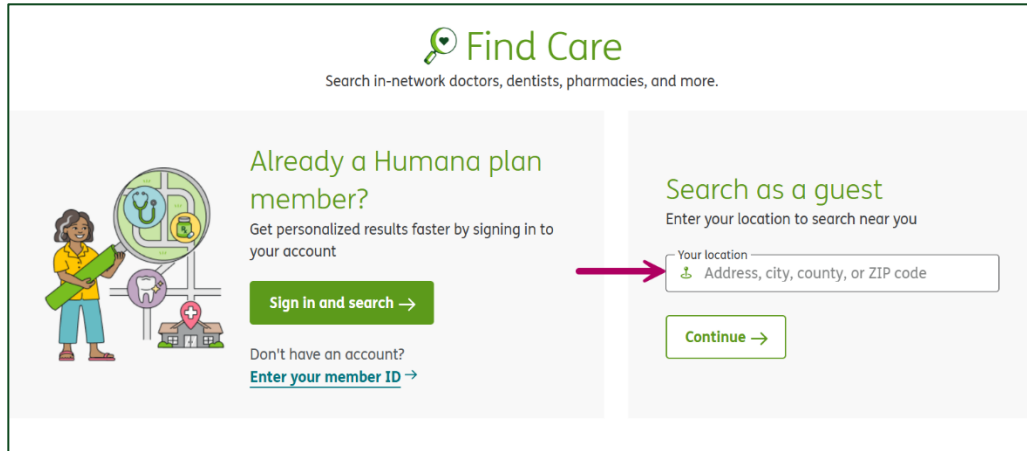
State	See page 4 to access Humana MA dental benefit
ME	DEN236, DEN243, DEN310, DEN350, DENH88, DENJ41, DENK37
MD	DEN331, DEN350, DENH83, DENH87, DENJ99
MA	DEN350, DENH86, DENH88
MI	DEN050, DEN245, DEN287, DEN338, DEN353, DEN368, DEN374, DEN406, DEN567, DEND36, DENE64, DENH88, DENJ99, DENL24
MN	
MS	DEN245, DEN286, DEN382, DENE62, DENE66, DENE68, DENE87, DENE95, DENH56, DENH69, DENJ05, DENJ30, DENJ32, DENJ51, DENK71, DENK75, DENK77, DENL28
MO	DEN311, DEN350, DEN368, DEN386, DENJ20, DENJ24, DENJ32, DENJ53, DENJ78, DENJ82, DENJ84, DENJ88, DENJ90, DENJ96, DENJ99, DENK38, DENK91, DENK99, DENL08, DENL24
MT	DEN237, DEN310, DEN350, DEN352, DENA18, DENE54, DENE85, DENH67, DENK51, DENK55, DENK59, DENK63, DENK67, DENL08, DENL24
NE	DEN310, DEN368, DENE73, DENJ20, DENJ32
NV	DEN240, DEN246, DEN310, DEN321, DEN350, DEND05, DENE73, DENH58, DENH71, DENJ24, DENJ26, DENJ45, DENJ51, DENL16, DENL18
NH	DEN310, DEN350, DENH88, DENJ59, DENK37
NJ	DEN310, DEN350, DEN351, DENH55, DENH56, DENH58, DENH85, DENH87, DENJ01, DENJ63
NM	DEN350, DENH69, DENH75, DENJ17, DENJ20, DENJ51, DENJ53, DENJ96, DENK02, DENK77
NY	DEN310, DEN350, DEN714, DENH86, DENH88, DENJ03, DENJ30
NC	DEN240, DEN282, DEN285, DEN350, DEN368, DENC99, DEND44, DENE62, DENH60, DENJ51, DENK15, DENK43, DENK51, DENK55, DENK71, DENK79, DENK99, DENL12
ND	
OH	DEN050, DEN140, DEN311, DEN350, DEN351, DEN359, DEN374, DEN377, DEN406, DEN968, DENA02, DENA04, DENH59, DENH88, DENH91, DENJ01, DENK02
OK	DEN044, DEN350, DEN368, DEN377, DEN379, DEN386, DEN388, DEN564, DENE66, DENH55, DENH59, DENH60, DENH71, DENH84, DENH86, DENK01, DENK02, DENK38, DENK67, DENL24
OR	DEN044, DEN235, DEN278, DEN310, DEN350, DENH59, DENH61, DENJ20, DENJ28, DENK01
PA	DEN142, DEN290, DEN346, DEN350, DEN351, DEN374, DENA19, DENA79, DENE70, DENH57, DENH58, DENH60, DENH83, DENH85, DENH87, DENJ01, DENJ05, DENJ10, DENJ17, DENJ46, DENJ59, DENK02
RI	
SC	DEN282, DEN283, DEN310, DEN350, DEN351, DEN968, DENE62, DENE70, DENJ20, DENJ22, DENJ24, DENJ44, DENJ48, DENK04, DENK55, DENL16
SD	
TN	DEN098, DEN338, DEN379, DEN968, DENE78, DENE83, DENE87, DENH88, DENJ51, DENJ98, DENK65, DENK69, DENK71, DENK73, DENL22, DENL26

III. MA dental benefits by state for 2027 (continued)

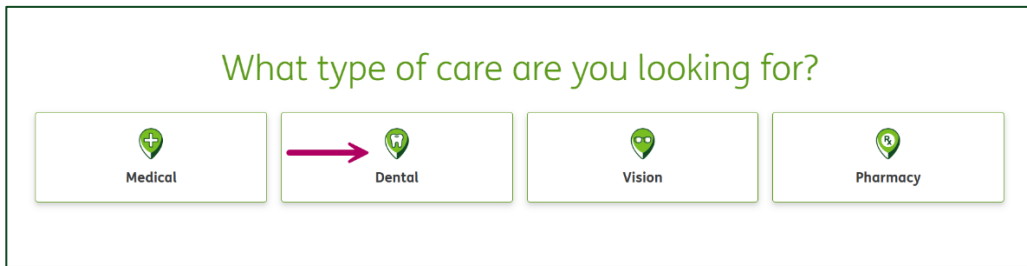
State	See page 4 to access Humana MA dental benefit
TX	DEN057, DEN130, DEN280, DEN288, DEN337, DEN342, DEN345, DEN350, DEN353, DEN356, DEN374, DEN968, DENC08, DENC15, DENE87, DENH57, DENH59, DENH60, DENH67, DENH69, DENH73, DENH75, DENH83, DENH86, DENH88, DENJ01, DENJ20, DENJ22, DENJ26, DENJ76, DENJ84, DENJ88, DENK02, DENK38
UT	DEN044, DEN243, DEN246, DEN350, DENA19, DENA63, DENC92, DENH63, DENH71, DENH86, DENJ53, DENK02, DENL08
VT	DEN350, DENH88, DENJ24
VA	DEN283, DEN310, DEN350, DEN351, DEN356, DEN368, DEN968, DENE54, DENE60, DENE62, DENE64, DENE66, DENE68, DENE73, DENE75, DENE83, DENH60, DENH73, DENH83, DENJ44, DENJ97, DENK04, DENK15, DENK47, DENK49, DENK51, DENK57, DENK67, DENK75, DENK99, DENL12, DENL18, DENL22
WA	DEN044, DEN284, DEN288, DEN310, DEN311, DEN350, DEND35, DEND53, DENH56, DENH58, DENH61, DENH86, DENH89, DENJ03, DENJ26, DENJ44, DENJ46, DENL08
WV	DEN144, DEN241, DEN350, DEN351, DEN352, DEN369, DEN382, DEN385, DEN388, DEN571, DEN968, DENA12, DENA38, DENJ59, DENK02
WI	DEN055, DEN350, DEN359, DENJ52, DENJ53, DENJ80, DENJ99, DENK01, DENK02, DENL24
WY	DEN350, DENK63, DENK67, DENL08

IV. Verifying your directory information

Please verify the information is correct in the Humana provider directory for your dental practice. Visit [Humana.com/FindCare](https://www.humana.com/FindCare) and follow the steps provided in the images below.

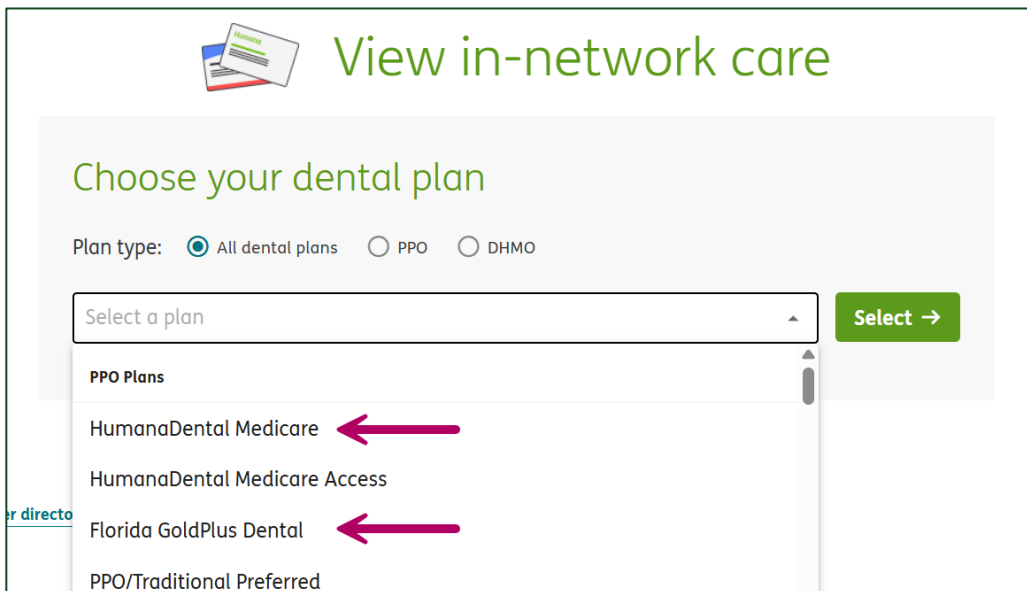


The image shows the Humana Find Care search page. At the top, it says "Find Care" with a magnifying glass icon and "Search in-network doctors, dentists, pharmacies, and more." Below this, there are two main sections. On the left, under "Already a Humana plan member?", it says "Get personalized results faster by signing in to your account" and has a green button "Sign in and search →". Below that, it says "Don't have an account? Enter your member ID →". On the right, under "Search as a guest", it says "Enter your location to search near you" and has a text input field with a location pin icon and the text "Address, city, county, or ZIP code". A pink arrow points from the "Sign in and search" button to the location input field. Below the input field is a green button "Continue →".



The image shows a screen titled "What type of care are you looking for?". There are four buttons with icons: "Medical" (a green cross), "Dental" (a green tooth), "Vision" (a green eye), and "Pharmacy" (a green pill). A pink arrow points from the "Medical" button to the "Dental" button.

Depending on where the patient purchased their policy, select either the HumanaDental Medicare Network or Florida GoldPlus Dental Network (for patients who purchased their MA plan in Florida).



The image shows the "View in-network care" screen. At the top, it says "View in-network care" with a magnifying glass icon. Below this, it says "Choose your dental plan". There are three radio buttons for "Plan type": "All dental plans" (selected), "PPO", and "DHMO". Below the radio buttons is a dropdown menu with the text "Select a plan". To the right of the dropdown is a green button "Select →". The dropdown menu is open, showing a list of plans. The first section is "PPO Plans". The first two items are "HumanaDental Medicare" and "HumanaDental Medicare Access", both with pink arrows pointing to them. The third item is "Florida GoldPlus Dental", also with a pink arrow pointing to it. The last item is "PPO/Traditional Preferred".

If you find information that needs to be updated, it's easy to let us know:

1. Log in to your account at www.Availity.com, choose the Humana Dental payer space and select the application **Dental Provider Directory**.
2. Select your organization and Tax Identification Number (TIN).
3. Enter the current directory data that needs updating.
4. Enter the correct information.
5. Submit.

You may also send the change to the email address DentalService@humana.com and include the following information in the email:

- Provider/facility name
- TIN
- State

Note: If there is a TIN or National Provider Identifier (NPI) change, please include a W-9 form with the changes

If your practice is contracted through one of our network partners, please contact that partner to update your information (see Section V).

V. Humana contact information

Please refer to our Humana Dental welcome packet at Provider.Humana.com/dentist-resources for information on how to submit MA dental 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 Provider.Humana.com/dentist-resources offers information about:

- Dental credentialing and recredentialing
- Setting up electronic payment preferences through [Availity Essentials](#)
- Submitting claims online via [DentalXChange](#) and [Availity Essentials](#)
- Submitting 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

Please call Humana Provider Customer Service for assistance at **800-833-2223**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

For additional details and guidelines, please refer to the Humana Dental Provider Manual available at Provider.Humana.com/dentist-resources.

Your dental office may be contracted as part of the HumanaDental 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:

- Careington
- CarePPO
- Connection Dental
- DenteMax
- Diversified Dental Services
- Dominion
- First Dental Health
- Premier Dental
- Total Dental Administrators
- United Concordia Dental

VI. Claims information

Submitting pretreatment plans

If your patient requests a pre-determination of how a treatment plan may be covered, it is important to submit with supporting clinical information to meet Centers for Medicare & Medicaid (CMS) requirements. More information is found within our Dental Newsletter at

Provider.Humana.com/dentist-resources/dental-newsletter. While not required, this will allow us to provide you with an estimate for services. The pretreatment plan should include:

- A list of services your patient will receive, using ADA nomenclature and codes
- Your written description of the proposed treatment
- X-rays that show your patient's dental needs
- Itemized cost of the proposed treatment
- Any other diagnostic materials we request

VII. Payment calculation

How payments to providers or patients are calculated

For covered dental services, Humana will pay as follows:

- Humana will determine the total covered expense.
- Humana will review the covered expense against the maximum benefits allowed.
- Humana will pay the remaining expense to the dental provider or patient; minus any coinsurance the patient may owe (the procedure received may require the patient to pay a percentage of the cost).

For dental claim billing purposes, the “date of service” (DOS) is defined as follows:

- The date the teeth are prepared for fixed bridges, crowns, inlays or onlays
- The date the impression or digital scan is made for dentures or partials
- The date the impression or digital scan of the abutment/implant is taken for implant crowns
- The date the pulp chamber of a tooth is opened for root canal therapy
- The date periodontal surgery is performed
- The date the service is performed for services not listed above

For dental conditions that have 2 or more possible treatments, Humana will cover the lowest cost treatment, as long as it is proven to provide satisfactory results. If the patient decides to receive a higher cost treatment, the patient will be responsible for the difference.

Out-of-network dentists have not agreed to provide services at contracted fees, so the out-of-network provider may bill the patient for more than what the plan pays, even for services listed with no member cost share. Patients are responsible for this difference between Humana's reimbursement and the out-of-network provider's charges. This is known as balance billing. Benefits received out-of-network are subject to any in-network benefit maximums, limitations and/or exclusions.

VIII. Mandatory Medicare requirements

Mandatory Medicare requirements

The HumanaDental Medicare and Florida GoldPlus Dental networks provide benefits to Humana members enrolled in MA plans. CMS mandates that all Humana-contracted entities, including those contracted with Humana subsidiaries, complete compliance requirements on an annual basis.

For more information, find dental tools and resources at Provider.Humana.com/dentist-resources.