



Welcome to your
HumanaDental plan



Who to contact

To best serve you, please mention your group or member identification number when you contact Humana Specialty Benefits.

Enrollment

ID cards

- › We mail most ID cards to the employees' home addresses 10 days after coverage is issued.
- › You and your employees can access a copy of the letter of coverage at [HumanaDental.com](https://www.humana.com) under "Tools & Resources."

Employee changes, additions, and terminations

- › [HumanaDental.com](https://www.humana.com)
- › **Phone:** 1-800-232-2006
- › **Fax:** 1-866-584-9140
- › HumanaDental
P.O. Box 14209
Lexington, KY 40512-4209

Enrollment forms

- › From [HumanaDental.com](https://www.humana.com) home page, select "Tools & Resources" and "Enrollment/Change Forms."
- › **Phone:** 1-800-232-2006

Register on HumanaDental.com

Administering your HumanaDental plan online makes your job easier. To register for online access, go to [HumanaDental.com](https://www.humana.com), click "Register Now" and "Employer Registration," and follow the instructions. For help registering, call 1-888-666-5733. For other online support questions, call 1-800-232-2006.

Administrative and billing

Group-level changes

Update addresses, waiting periods, and contact information:

- › [HumanaDental.com](https://www.humana.com)
- › **E-mail:** dentalbilling@humana.com
- › **Phone:** 1-800-232-2006
- › **Fax:** 1-877-369-5615
- › HumanaDental
1100 Employers Blvd.
Green Bay, WI 54344

Premiums

- › **Phone:** 1-800-232-2006
- › The premium payment address is on your monthly premium invoice.
- › You can register to pay your invoice electronically on [HumanaDental.com](https://www.humana.com).
- › If you mail your payment, send any new enrollment or terminations separately using the address noted on your invoice.

Coverage details

- › We mail a copy of the group coverage details document to you anytime a plan is added or changed.
- › You and your employees have 24-hour access to the plan document as registered users of [HumanaDental.com](https://www.humana.com).

Customer Care

- › [HumanaDental.com](https://www.humana.com)
- › **Phone:** 1-800-233-4013
The automated information line is available all the time. Customer Care specialists are happy to help you Monday through Friday, 8 a.m. to 6 p.m. If you have a speech or hearing impairment and use a TTY, call 1-800-325-2025.

Find a participating dentist

- › On [HumanaDental.com](https://www.humana.com) select "Find a Dentist"
- › **Phone:** 1-800-233-4013

Claims

- › MyHumana at [HumanaDental.com](https://www.humana.com)
- › **Phone:** 1-800-233-4013
- › HumanaDental
P.O. Box 14611
Lexington, KY 40512-4611

Member education

- › **Welcome brochure:** A quick reference guide, sent with ID cards, shows members how to register on [HumanaDental.com](https://www.humana.com) and find in-network dentists.
- › **Member Website:** Members can view plan benefit details, check claims history and status, and order replacement ID cards.
- › **BrushUp:** An e-mail newsletter informs members of their benefits and provides tips on how to maintain good oral health.
- › **My Dental IQ:** Your employees can take a quiz at MyDentalIQ.com and take steps to invest in their health. Following a few simple steps could possibly help lower their total healthcare costs over time.

Important deadlines

Timely applicant

Employees and dependents must enroll for coverage within 31 days of a qualifying event, or 60 days before or 31 days after their eligibility date.

Unless otherwise state-mandated, newborns are considered timely applicants if he/she is added to the plan by his/her second birthday. The effective date of coverage will be the first of the month after receiving notification.

Premiums

You will receive your premium bill about two weeks before the due date. Your payment is due the first of the month.

Plan changes

We will make group coverage changes on your group's anniversary date. Let us know what changes you'd like by the 15th of the month before your anniversary date.

Employee coverage changes

Premium statements are generated and sent about the 15th of each month. To reflect employee coverage changes on your statement, submit the changes by the 10th of the month. Otherwise, pay the full amount on your bill, and your next statement will show the adjustment.