

Dental Quick Start Guide

For questions directly related to working with DentalXChange, please call DentalXChange Support Team at **1-800-576-6412** ext. 452, 9 AM - 8 PM Eastern time, Monday through Friday.

To explore joining the Careington Maximum Care PPO Dental Network, please call Careington at **1-800-441-0380**, Option 6.

For all other inquiries, please contact an Author by Humana Provider Navigator at **1-833-502-2013**, 8 AM - 5 PM Eastern time, Monday through Friday.

Effective Jan. 1, 2021, you are able to electronically submit dental predeterminations and dental claims for patients with service from Author by Humana through the DentalXChange ClaimConnect portal. ClaimConnect is a real-time environment that validates and processes claims as they are submitted for quick and convenient claims processing. To register for a DentalXChange account or to login to DentalXChange Dashboard, please visit <https://www.dentalxchange.com/partners/author>.

With DentalXChange, you can perform the following EDI services:

Check patient eligibility and view benefits	DentalXChange Dashboard > Select Eligibility > View Patient Information or Search Additional Benefits
Create a predetermination	DentalXChange Dashboard > Select Single Claim > Provider and Patient Details > Select Pretreatment Estimate > Submit
Submit a single claim	DentalXChange Dashboard > Select Single Claim > Start New Claim > Complete Data Entry of Details > Submit Claim
Submit a batch claim	Please contact DentalXChange Support Team to learn more about batch claims.
Search for a claim	DentalXChange Dashboard > Claim Search > Select from the Following Options: View All Problem Claims / View Today's Activities / Subscriber Search / Patient Search / Claim # Search / Advanced Search > Select Claim ID or Status Link > View Claim

Author by Humana Service Areas and 2022 Plan Information for Mandatory Supplemental Benefits for Dental Coverage

Author by Humana is an enhanced service experience on five Humana Medicare Advantage plans in South Carolina. Of those five plans, three include a Mandatory Supplemental Benefit for Dental Coverage. These three plans (listed below) service patients in the surrounding counties of Berkeley, Charleston, Colleton, and Dorchester, South Carolina.

1. HumanaChoice PPO H5216-282-002 (DEN726)
2. Humana Gold Plus HMO H5619-144-002 (DEN269)
3. Humana Gold Plus HMO H5619-083-000 (DEN722)

The information above is for 2022. To view Author by Humana plan information from 2021, click [here](#). Refer to the tables listed within the [Dental \(DEN\) Benefits for Patients with Author by Humana](#) to find the appropriate benefit document that matches the six-character DEN code listed in the back of your patient’s Member ID Card.

Patients with Service from Author by Humana Access Careington’s Maximum Care PPO Dental Network

Effective January 1, 2021, patients with service from Author by Humana will access Careington’s Maximum Care PPO Dental Network rather than Humana’s Dental Network. If you are not participating with Careington’s Maximum Care PPO Network, you will want to double check the patient’s ID card to verify whether their plan includes service from Author by Humana before administering any services. To continue to provide in-network care for patients with service from Author by Humana, we encourage you to explore joining the Careington Maximum Care PPO Dental Network. To do this, please contact Careington at 1-800-441-0380, Option 6 and they will help guide you through the process.

Author by Humana Member ID Card Sample

For easy identification, patients of plans that include Author by Humana have an ID card that features the Author by Humana logo. The ID card sample shown is for PPO, but the HMO version is similar in terms of identifying that the patient has service from Author by Humana.

author by Humana
HUMANACHOICE (PPO)
A Medicare Health Plan with Prescription Drug Coverage

Dental Included CARD ISSUED: MM/DD/YYYY

MEMBER NAME
Member ID: HXXXXXXXXX

Plan (80840) 9140461101

RxBIN: XXXXXX
RxBIN: XXXXXX
RxPCN: XXXXXX
RxGRP: XXXXXX

Copayments
OFFICE VISIT: \$XX
SPECIALIST: \$XX
HOSPITAL EMERGENCY: \$XX

MedicareRx
Prescription Drug Coverage
CMS XXXXX XXX

Author by Humana logo

Call a Care Coordinator with any questions:
1-833-502-2012 (If you use a TTY, call 711)

Provider/Doctor Inquiries: 1-833-502-2013
Pharmacist/Prescriber Rx Inquiries: 1-800-865-8715

Claims, PO Box 253, Sidney, NE, 69162

Medicare limiting charges apply
Please visit us at **AuthorbyHumana.com**

Additional Benefits: DENXXX VISXXX HERXXX

Your patients can call this number to directly reach a Care Coordinator

You can call this number to directly reach a Provider Navigator for questions around benefits and eligibility, claims status, billing, and more

Claims address specific to Author by Humana

URL for additional information and resources

Your patient’s DEN number for easy visibility

For additional information about working with DentalXChange or the Careington Maximum Care PPO Dental Network, please contact the Provider Navigators or visit our website at authorbyhumana.com/providers/dental-resources.