



Humana

City of Tampa Dental
2024 Plan Year

GREAT NEWS!!

▶ NO PLAN CHANGES

▶ NO RATE CHANGES

▶ TIME TO REVIEW BENEFITS

▶ HUMANA TOOLS

DENTAL DHMO HS-195 PLAN HIGHLIGHTS

- ▶ In-Network coverage only
- ▶ Need to be assigned to a dentist
- ▶ Schedule of benefit, based on copayments
- ▶ No deductible or annual maximum
- ▶ Pediatric dentist age limit through age 12
- ▶ No referrals required for specialty dentist
- ▶ Orthodontics coverage for children & adults

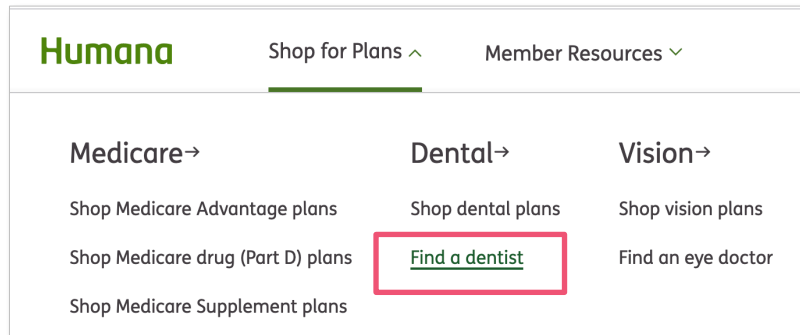
DENTAL PPO PLAN HIGHLIGHTS

- ▶ Nationwide dental network, see any dentist of your choice
- ▶ No Dental provider assignment
- ▶ Annual deductible and unlimited annual maximum
- ▶ Plan includes 3 annual routine cleanings and exams
- ▶ Co-insurance amount applies to Basic & Major services, after deductible
- ▶ Includes implant coverage
- ▶ Any treatment/service over \$300 a Pre-Determination should be submitted to understand your possible cost responsibility
- ▶ Orthodontic coverage for children through age 18

Dental Provider Search

1 GO TO HUMANA.COM

- Choose “Find a dentist” under “Shop for Plans”
- Click on the “Find a dentist” button



2 ENTER ZIP CODE AND SELECT THE NETWORK

- Enter your desired zip code
- Select “Look up by” to choose your network

3 SELECT SEARCH CRITERIA

- Select Coverage Type
- Click “All Dental Networks”
- From the dropdown box for Networks, choose
 - HD DHMO/Prepaid HS195
 - PPO/Traditional Preferred
- Click Select

- Select “Category” dropdown
- Choose “Name,” “Specialty,” or “All”
- Enter a provider’s Name, dental Specialty or “General” if All is selected
- Click Search

The screenshot shows the search form with three numbered callouts: 2, 3, and 4. Callout 2 points to the 'Distance' and 'Zip code' fields. Callout 3 points to the 'Look up by' dropdown menu. Callout 4 points to the 'Search category' dropdown menu. The form includes fields for 'I'm looking within', 'Distance *', 'Zip code *', 'Look up by', 'Search category', and 'Dentist name or specialty'.

Virtual Dental Care: Teledentix








When it's urgent, you can see a dentist virtually

Humana members have access to \$0 teledentistry, also known as virtual dental care, with Teledentix, as part of their Humana Dental plan. Teledentistry services allow you to see a dentist within minutes from your computer, smartphone or tablet.

If you're in pain or cannot visit a dentist's office, virtual dental care may be an option rather than a visit to the emergency room.

How you can use teledentistry

Typically, when you have a teledentistry visit, you will speak with a dental provider through an online video chat or a phone call. You can get access to care from the comfort of your home for a variety of dental needs. Teledentix dentists can:

-  Write prescriptions for antibiotics or pain medications when needed (Please note, the cost of medications are not covered by your dental plan.)
-  Perform a visual exam for things like mouth, tooth or jaw pain
-  Provide instructions on caring for mouth, tooth or jaw pain
-  Help members determine if they need urgent/emergency care or home care until they can see their dentist
-  Help members find a dentist if they don't have one or if requested

Tips to prepare for your Teledentix virtual dental visit

- 1 Register on the Teledentix app, or from your computer at Humana.teledentix.com/c/humanaondemand.
- 2 Fill out any required patient forms before your appointment.
- 3 Make a list of any symptoms, questions or concerns in advance, so you'll be ready to discuss them with your provider.
- 4 Share any prescriptions, over-the-counter medicines or supplements you're currently taking with your provider. If you have a preferred pharmacy, have the name and address handy in case your provider suggests prescription medication.

- ▶ Only available for PPO dental plan
- ▶ 24-7 access to care for dental
- ▶ \$0 copayment
- ▶ Perform virtual exams
- ▶ Help determine urgent/emergency care
- ▶ Write prescriptions for antibiotic/non-narcotic pain medication



Member Support and Resources

We are here to help



LIVE CALL

Customer Care hours: 8 a.m. to 6 p.m.,
member time zone, Monday through Friday
877-398-2980



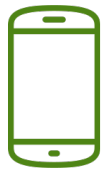
INTERACTIVE VOICE RESPONSE (IVR)

Members can access eligibility, claims status records, and
benefits in the system via our IVR system 24 hours a day,
seven days a week



MyHUMANA

Find the information you need online, or live chat with our
Customer Care team



MyHUMANA MOBILE APP

Our mobile app provides a number of self-serve options to
access claim and benefit information, locate a provider,
access ID card info, and more

MyHUMANA: Personalized, secure member portal

MyHumana
Your dental plan at your fingertips

Your personal MyHumana account gives you quick, convenient and secure access to your Humana dental plan information. It's available anytime, anywhere.

Get quick access to your dental plan

View, print and email ID cards
ID cards are mailed within 10 days of enrollment. If you need to see a provider before you receive your ID card in the mail, follow the "Registering is easy" instructions below.

Check your claim status

Review deductibles, coverage levels and limits

Find a dentist near you

A dashboard that puts all your information in one spot

Chat with a representative about any of your dental plan questions

The screenshot shows the MyHumana dashboard with the following sections:

- Header:** MyHumana logo, navigation menu (Home, Coverage, Claims, MyHealth, Account), search bar, and Sign Out button.
- Dental Section:** "Nikole's DENTAL PPO (HUMANA INC.)" with links for "View coverage details" and "View ID card".
- Looking for a dentist?** Search bar for in-network dental providers.
- Dental claims:** Table showing a claim for 07/13/2021 for JOHN SMITH with a balance of \$116.00. Includes a "See all claims" link.
- Deductibles & maximums:** Shows \$50.00 left to meet a \$100.00 deductible and a \$2,000.00 out-of-pocket limit. Includes a "See all deductibles and maximums" link.
- Spending Accounts:** Link to HumanaAccess.com for managing accounts.
- In your network:** "Find a dentist" link.
- Footer:** "Chat with us" button.



Use MyHumana anywhere

Download the MyHumana mobile app from your app store. You can also sign up for text message alerts at **Humana**



**THANK YOU
AND
SMILE !**

Humana

