

Dear Dental Provider:

Starting this summer, commercial group HumanaDental members will have the convenience of a digital member ID card. This means that your patients with HumanaDental commercial group coverage will no longer have a physical member ID card to present in your office, unless they choose to print a paper version. We respectfully request that you accept digital, printed or faxed versions of these patients' ID cards when they visit your office for dental care.

How do patients access their member ID cards?

- **All members** can access a PDF of their HumanaDental ID card by logging in to MyHumana (registration required) and visiting the ID Card center. Once logged in, patients can print a paper version or email their ID card to your office. If the patient doesn't have a password and user ID yet, it's simple to follow the steps to set this up on **Humana.com**.
- **Smartphone users** can view their ID card from the MyHumana mobile app. To search for the app, patients can visit the app store for their phone and search for "Humana." Once logged in to the app, the HumanaDental ID card will appear on the phone under the patient's tooth icon. Using the MyHumana app, the patient can fax a copy to providers or family members.

What are the benefits for dental providers and their patients?

- Patients with digital ID cards don't have to keep plastic versions in their wallets.
- As soon as a patient's account with HumanaDental is updated, the digital ID card is updated.
- Patients can email their ID card using their MyHumana ID Card Center or fax a copy of the card using their MyHumana mobile app.
- Patients can print a paper copy of their ID card using their MyHumana ID Card Center to give to their dental providers.
- A printed member ID card can be inserted easily into a patient's paper dental record.
- Patients help the environment by reducing the production of plastic products.

If you have questions about this change, please contact Humana at 1-800-833-2223, Monday through Friday, 8 a.m. to 6 p.m. Eastern time. If your patients have questions about this change, please encourage them to contact Humana at 1-800-233-4013, Monday through Friday, 8 a.m. to 6 p.m. Eastern.

Thank you for your care of our members.

Sincerely,
Elizabeth Bierbower
President, Group Segment
Humana