

HumanaDental digital member ID cards
Dental provider frequently asked questions and answers

1. Q: What is happening?

A: Starting this summer, HumanaDental commercial group members will have the convenience of a digital member ID card. This means that your patients with HumanaDental commercial coverage will no longer present a physical member ID card.

Patients may use their MyHumana ID Card Center to print a paper version or email their ID card to your office. If they use a smartphone, they may present a digital ID card at your office or choose to fax a copy of the card to your office using their MyHumana mobile app.

We respectfully request that you accept a digital, fax or printed version of these patients' ID cards when they visit your office for care.

2. Q: What are the dental provider benefits?

A: Dental providers benefit from digital ID cards in the following ways:

- A digital ID card means that your patients with HumanaDental coverage will have the most up-to-date information on their account.
- A faxed or printed version of the member ID card can be inserted easily into a patient's paper dental record.
- A digital version of the member ID card can be easily attached to a patient's electronic dental record.

3. Q: What are the benefits for my patients?

A: Patients benefit from digital ID cards in the following ways:

- Patients with digital ID cards don't have to keep plastic versions in their wallets anymore.
- 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 copies using their MyHumana ID Card Center to give to their dental providers.
- Patients help the environment by reducing the production of plastic products.

4. Q: How do patients access their member ID cards?

A: Please refer to the following for details regarding how patients can access their digital 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

**HumanaDental digital member ID cards
Dental provider frequently asked questions and answers**

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.

5. Q: Does this affect all HumanaDental members?

A: No. This affects HumanaDental commercial group members. It does not affect Medicare or Medicaid dental members.

6. Is HumanaDental the only carrier with digital ID cards?

A: No. Other carriers have also introduced digital member ID cards.

7. Q: Who can my patients contact with questions about their ID cards?

A: 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 time.