***Small Group Specialty Benefits* \* FULLY INSURED\***

Thanks again for choosing Humana! Your employees can contact Humana at the Customer Service number on the back of their ID Cards or at 1-800-4-humana (1-800-448-6262); and, below we have resources for you to use as you assist your employees.

To help you get started, we have several resources to keep handy for administering your plan and to help answer questions from your employees (*use the LINKS below to access the various Humana websites*):

•       [Employer Reference Guides](https://www.humana.com/employer/resources/reference-guide.aspx) provide information about administering your insurance plans.

•        [Register online at humana.com](http://www.humana.com/) to manage your plan online.

* For instructions on registering, click on the following link: [Online Benefits Administration Guide](http://apps.humana.com/marketing/documents.asp?file=2645266)
* We also have training sessions available so you can learn how to use our online self-help tools. To register: Please email [**WebTraining@humana.com**](mailto:WebTraining@humana.com)**.** You’ll receive a link to access the webcast.



**Humana Service Channels**

**Humana Business Services (HBS)** 1-800-592-3005 – This is an inbound calls team that can assist with all post-sale service questions. You can contact this team for Access to Care requests, ID cards, eligibility questions, member demographic updates, and general billing and website questions.

**Market Support Team** ([SBMarketSupport@humana.com](mailto:SBMarketSupport@humana.com)) is an email based team of HBS-- They will respond within 24 hours with an initial response. This team can handle your small group (2-99) and specialty only large group 100+ (groups that do not have a SPOC) enrollment, eligibility, billing, claim, and verification of benefits issues.

**Small Group Billing (**[**GBSmallGroupBilling@humana.com**](mailto:GBSmallGroupBilling@humana.com)**)** —This team handles all small group (2-99) billing questions. This is the department that ultimately makes the determination for a premium exception. They are able to answer questions specific to a group invoice or premium and all issues are worked by Billing Representatives. The typical turn-around is 7-10 business days.

**Group Maintenance** ([BEClericals@humana.com](mailto:BECericals@humana.com)) – This department accepts group level changes. Existing group plan adds/changes, benefit administrator changes, group demographic updates, group eligibility updates (probationary period, hourly requirement, contribution amounts). Changes are typically processed within 7-10 business days.

**Enrollment department** (1-866-584-9140 fax) – This department accepts member level changes. New hire enrollments, changes and terminations as well as demographic updates on a change form. Please allow 10-14 business days for processing. To verify the status of an enrollment, please contact HBS at 1-800-592-3005.

**Specialty Benefits Resources:**

* Dental Member Contact Information (Customer Service)  800-233-4013
* Employer Contact Information 800-592-3005
* Employer Email Support [SBMarketSupport@humana.com](mailto:SBMarketSupport@humana.com)
* Dental/Vision Enrollment Fax: 1-866-584-9140
* Dental Provider Search
  + Go to Humana.com
  + Scroll to bottom of page to Find a Doctor and click Search
  + Click on Dental coverage; then, click Go.
  + Click on Coverage Type (This is your dental network/plan – i.e. DHMO or PPO)
  + Enter your Zip Code
  + Select your Network from drop down box
    - Search by Name, Specialty or All
    - Type in ALL to look at all providers within a specific geographic area
    - Search for a specific provider by typing in provider’s Name
    - Search for a specialist by typing in the Specialty Type (i.e. orthodontics, dentist)
* Vision Provider Search
  + Go to Humana.com
  + Scroll to bottom of page to Find a Doctor and click Search
  + Click on your coverage type of Vision; then, click Go.
  + Click on Vision Coverage through your Employer or Purchased On Your Own; then, click Go.
  + Select your plan.

**FOR YOUR EMPLOYEES:**

We also have information you can pass along to your employees so they can get the most out of their plan:

•       [Member welcome guide](http://apps.humana.com/marketing/documents.asp?file=2655653): This guide helps employees and covered dependents know when and where to seek care, how to choose a doctor and pharmacy from Humana’s networks, and learn more about other services included with your plan.

•       [MyHumana](http://apps.humana.com/marketing/documents.asp?file=150618): Members can register for your personal health website at [Humana.com/welcome](https://www.humana.com/welcome).

•       [MyHumana mobile app](http://apps.humana.com/marketing/documents.asp?file=1608165): After registering, members can download the MyHumana mobile app to their smartphone or tablet to access your account while they’re on the go.

•       Dental ID cards are digital. Here’s how members can view or order a copy of their [dental](http://apps.humana.com/marketing/documents.asp?file=1608165) ID cards. Vision ID cards are mailed to members.

•       [Find a doctor](https://www.humana.com/) on Humana.com: Members can quickly locate a doctor or dentist in your network.

**QUESTIONS?**

**We’re here to help. Simply contact your agent or Humana Business Services at 1-800-592-3005 if you need assistance.**

Thanks again for choosing Humana. We look forward to serving you!

*Your Humana Team*

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Humana strives to protect your privacy and confidentiality. To learn more about how Humana protects your confidentiality, please see our complete [Internet Privacy Statement](http://links.humana-email2.com/ctt?kn=1&ms=Mzg5NDAzNAS2&r=Mjg5OTE0NzQ5MDgS1&b=0&j=MTI1MjgxMDk4S0&mt=1&rt=0) and our [Privacy Practices](http://links.humana-email2.com/ctt?kn=2&ms=Mzg5NDAzNAS2&r=Mjg5OTE0NzQ5MDgS1&b=0&j=MTI1MjgxMDk4S0&mt=1&rt=0).

For additional information, please visit [Humana.com](http://links.humana-email2.com/ctt?kn=4&ms=Mzg5NDAzNAS2&r=Mjg5OTE0NzQ5MDgS1&b=0&j=MTI1MjgxMDk4S0&mt=1&rt=0).

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