



HumanaDental service scorecard

Reasons to choose a HumanaDental plan

- › **Our passion for service.** Our well-trained associates provide prompt, friendly service. In fact, 93 percent would recommend Humana to a friend.*
- › **Affordable, flexible plan designs.** Behind almost 30 years of dental benefits experience, we offer dental plans with a range of deductibles, copayments, and out-of-pocket cost options.
- › **One of the largest PPO dental networks.**** Our dentist locations top 120,000, and we're continually expanding our network. Members and their families benefit from negotiated discounts – averaging 25 percent – by choosing dentists in our network.
- › **Information the way you want it.** Log on to **HumanaDental.com**, call our automated information line, or talk to a customer service representative. Enroll through the Internet, send us an electronic file, e-mail a list enrollment spreadsheet, or download our enrollment forms.
- › **Member education.** Our *BrushUp* newsletter, sent with explanations of benefits, educates members about their benefits and dental hygiene, helping prevent more costly claims.
- › **Free vision discount program.** HumanaDental plan members can save up to 45 percent on eye care and eye wear at 20,000 locations, including LensCrafters®.

* 2007 HumanaDental member customer measurement survey
 **Website comparisons

At Humana, service is our passion. In fact, we keep score. Here's our scorecard of performance standards and results.

	HumanaDental	Industry
Claims turnaround Claims processed within 14 calendar days. We call the member or dentist office for missing information.	97.4%	95%
Financial accuracy Claims dollars paid correctly.	99.8%	99.6%
Claims automatically adjudicated Claims processed without manual intervention.	81%	74%
Average speed to answer call Seconds for associate to respond to a call.	14.6 seconds	31.1 seconds
Call abandon The percentage of callers who hang up prior to reaching a representative.	0.8%	1.7%
Dental PPO network turnover rate	1.2%	9.8%*

HumanaDental: 2008 results

*NADP Network Statistics 2008 NADP/DDPA Joint Dental Benefits Report

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