

Humana Healthy Horizons in Kentucky

PROVIDER FREQUENTLY ASKED QUESTIONS

Effective 08/01/2025

What is the purpose of a Dental Home?

Humana Healthy Horizons® in Kentucky's Dental Home program builds a strong relationship between a primary care dental office and a patient. This relationship plays an important role in delivering necessary preventive and restorative care in an accessible, patient-centered way that improves oral health.

Which patients have a Dental Home?

Adult and children Humana Healthy Horizons members as well as Kentucky Children's Health Program (KCHIP) participants will have a Dental Home.

Do members need to be assigned to my office for me to treat them?

No. Members are not required to be assigned to your office for you to treat them. You can treat any eligible Humana Healthy Horizons member.

The member is in my office now. His/her regular dental provider is not here today.

Can we see the member still?

The member can see any participating DentaQuest provider.

Will I be paid if I treat a member not assigned to my office?

If the member is eligible for benefits and the services are covered, you will be paid.

How do I know who is assigned to my office?

By signing in to the secure [DentaQuest Provider Portal](#) with your office-specific ID and password, you can:

- Access patient eligibility and assignment information by selecting the Patient Menu and Member Eligibility Search on the left side of the screen.
- View/download a roster of your assigned patients.



How do members know our office is their Dental Home?

Members receive a robocall about their Dental Home and how to change it, if desired.

How can members change their Dental Home?

Members can change their Dental Home anytime by calling Humana Healthy Horizons® in Kentucky Medicaid Customer Care at 1-844-583-6155, Monday – Friday, 7 a.m. – 7 p.m., Eastern time. DentaQuest can also use members' claims history to assign a new dentist.

How long does it take for a Dental Home change to show up on the DentaQuest Provider Portal?

You can see Dental Home changes on the portal 2 business days after the change is made. Please remember, members do not need to be assigned to your office for you to treat them.

Can I call on behalf of the member and change their Dental Home?

No. Dental Home change requests must come from the member or the member's guardian. However, you may make the phone call with the member's guardian present. The member's guardian would need to make the request verbally to authorize a change to the member's Dental Home.

My office has specialists. How does Dental Home affect them?

Dental Home will not impact specialists. Members are not assigned to specialists.

How will Dental Home affect my payment?

Dental Home will not affect your payment. Your office will be paid as outlined in your agreement with DentaQuest.