# Humana's Stand-Alone Dental & Vision Plans

Available for All Ages, All Year Long!











# Today's Agenda

# Today's Goal: You will become an expert on Humana Dental/Vision plans and how to present them.

- 1. How to frame the conversation about Dental/Vision
- 2. Address Agent Concerns
- 3. Product Knowledge: Multiple Dental Options, 1 Vision Option
  - Humana's Stand Alone Dental Loyalty PPO
  - Humana's Stand Alone Dental HI215 HMO
  - Humana's Stand Alone Dental Preventive PPO
    - Humana's Stand Alone Vision Plan
- 4. How to get started (Quotes and applications, Provider Search Tool, Marketing)

# Step One: Outreach to Existing Clients Want To Increase Sales? Target Your Existing Customers

- It is far easier to sell products and services to existing customers than to someone you don't have a relationship with.
- If you have done a good job taking care of your customer in the past, and your products have performed well for them, they are usually willing to give any addition to your product line a try. Because the relationship is in place, far less (expensive) selling is required.
- The two takeaway points here are simple, even if we tend to forget about them.
- A key part of creating a growing business is making sure you don't lose the customers/clients/members you already have.
- And once you have them, make them your first option when you have an additional product or service to sell. Your costs of sales will be less and you will find it easier to gain momentum.
- Once you have sold all you can to your existing customers, you can start reaching out to gain more.



# Framing the Dental/Vision Sale Conversation

- 1. Transition to Dental/Vision: "I'm glad you're happy with your current coverage. I also want you to know that I am appointed to sell Dental and Vision plans with Humana. They have some great options and competitive prices. How do you currently pay for your Dental and Vision care?"
- 2. Needs Analysis/Probing Questions
- 3. Identify which Dental Plan to Offer
- 4. Present the Benefits
- 5. Provide the quote and **Ask for the Sale!**
- 6. Submit Application

# Needs Analysis/Probing Question Examples

Ask your clients these questions!

- 1. How do you pay for your Dental and Vision care?
- 2. Do you see a Dentist 2x/year?
- 3. Do you know if you need any Dental work done?
- 4. Do you have a regular Dentist that you normally see?
- 5. Do you have an Optometrist that you normally see?
- 6. Are healthy teeth and eyes important to you?
- 7. Do you know that poor Oral health is related to poor overall Health conditions, such as Heart Disease?

### Which Dental Plan Should I Present to Clients?

Do you have a Dentist that you regularly see, or are you ok with going to any Dentist if it can save you money?

"I have a Dentist and I want to keep him/her"

"I want to be able to see any Dentist and still have coverage"

Present Loyalty
PPO Plan

"I don't have a Dentist"

I'll see any Dentist if I

can save money"

## Present HI215 HMO Plan

\*Be sure that providers are available in client's area before offering HI215 HMO Plan

### Which Dental Plan Should I Present to Clients?

# Do you see a Dentist 2x/year?

"I haven't been to the Dentist in a long time"

"I might need to get some Dental work done"

"I have Dentures"

Present Loyalty
PPO Plan

"I just want a plan to cover my child"

"I only go in 2x/year for cleanings"

"My teeth are fine"

Present Preventive PPO Plan

# Common Hesitations & Concerns from Agents

1. "Plans don't cover anything, no value for clients."

2. "Not worth my time."

3. "I don't make enough selling dental and vision."





# Important to **Know**...

- Dental/Vision Plans go into effect 1st of the following month. (HI215 from 1-15th of month; 16-31 1st of following month)
- Dental/Vision plans are available to sell at ANY TIME THROUGHOUT THE YEAR (no enrollment periods apply).
- Dental/Vision plans are available to beneficiaries of ALL AGES (including child only and 65+ Medicare Beneficiaries).



# Humana Stand Alone Dental Loyalty Plus PPO

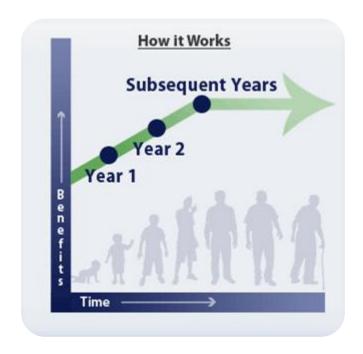
Increasing benefits from years one to three One-time deductible No copayments No waiting periods







# How Stand Alone Dental - Loyalty Plus Works



As each year progresses, the benefits' coverage increases until plan year 3 when coverage remains the same for all subsequent years.

There is no restart period in the plan's deductible each year.

# Plan Highlights

### Lifetime Deductible

- There is a one-time deductible for as long as you are on the plan.

### Avoid Waiting Periods

No waiting periods

One-time deductible	Individual	\$150
	Individual + One	\$300
	Family	\$450
Plan year annual maximum	First year	\$1,000 per individual on the plan
(Annual maximum is the most the plan will pay toward	Second year	\$1,250 per individual on the plan
services in a plan year.)	Subsequent years	\$1,500 per individual on the plan

### Humana

# Loyalty Plus Dental Plan--Preventive Services

Coinsurance	First year	Second year	Subsequent years
Preventive services	Plan pays 100%	Plan pays 100%	Plan pays 100%
<ul> <li>Routine oral examinations (limit two per year)</li> <li>Periodontal examinations (limit two per year)</li> <li>Cleanings (limit two per year)</li> <li>Topical fluoride treatment (limit two per year, age 14 and under)</li> <li>Sealants (limit one per tooth per lifetime, age 14 and under)</li> </ul>			



# Diagnostic & Basic Coverage – Loyalty Plus Dental

Coinsurance	First year	Second year	Subsequent years
Diagnostic & basic services	Plan pays 40%	Plan pays 55%	Plan pays 70%
<ul> <li>Emergency care for pain relief (limit two per year)</li> <li>Fillings (limit two per year, composite covered on front teeth only¹)</li> <li>Extractions and root removal (limit two per year)</li> <li>Miscellaneous x-rays (limit one per year)</li> <li>Bitewing x-rays (limit one set per year)</li> <li>Full mouth or panoramic x-rays (limit one per five years)</li> </ul>	after deductible	after deductible	after deductible

Yr 1
40% After
Deductible



Yr 2
55% After
Deductible



Yr 3+

70% After Deductible

# Major Coverage – Loyalty Plus Dental

Coinsurance	First year	Second year	Subsequent years
Major services	Plan pays 20%	Plan pays 30%	Plan pays 50%
<ul> <li>Root canals (limit one per tooth per two years, permanent teeth only)</li> <li>Periodontal cleanings (limit two per year)</li> <li>Complete dentures (limit one per five years)</li> <li>Partial dentures (limit one per five years)</li> <li>Denture repair and adjustments (limit one per year)</li> <li>Crowns (limit one per tooth per five years)</li> <li>Onlays (limit one per tooth per five years)</li> <li>Space maintainers (initial appliance only, not covered for permanent teeth, age 14 and under)</li> <li>Surgical extractions</li> <li>Oral surgery</li> </ul>	after deductible	after deductible	after deductible





Yr 2 30% After Deductible





# Addressing Concern #1 – No value for client

- 1. Loyalty Plan is \$35/month premium = \$420/year
- 2. Member pays in \$420 in first year, gets \$1,000 benefit
- 3. Member gets \$580 in first-year benefit, more in years 2 & 3
- 4. Much better than paying everything out-of-pocket



"Your clients have a lot to gain by enrolling in coverage!"

# Humana Stand Alone Dental Preventive Plus PPO

Low Deductibles
No Copayments
Low monthly premiums











# Plan Highlights

- Plan designed for clients with good oral health and looking to maintain that with regular cleanings and exams
- Up to a 28% discount at in-network providers
- HumanaDental network over 225,000 provider locations

Calendar year deductible	Individual	Family	
This is the amount you will pay out-of-pocket for basic services in a calendar year (excludes discount services)	\$50	\$150	
Annual maximum  This is the maximum amount that the plan will pay in a calendar year (excludes discount services)	\$1,000 per individual	on the plan	

# Preventive Coverage –Preventive Plus

Coinsurance options	In-network coverage	Out-of-network coverage
<ul> <li>Preventive services (no waiting period)</li> <li>Routine oral examinations (limit two per year)</li> <li>Periodontal examinations (limit two per year)</li> <li>Bitewing X-rays (limit one set per year, excludes full mouth and panoramic)</li> <li>Cleanings (limit two per year)</li> <li>Topical fluoride treatment (limit one per year, age 14 and under)</li> <li>Sealants (limit of one per tooth per lifetime, age 14 and under)</li> </ul>	100% no deductible	70% after deductible

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# Basic Services – Preventive Plus

Coinsurance options	In-network coverage	Out-of-network coverage
<ul> <li>Basic services (six-month waiting period applies)</li> <li>Emergency care for pain relief</li> <li>Extractions and root removal</li> <li>Fillings (limit two per year, composite covered on front teeth only¹)</li> <li>Space maintainers (age 14 and under, initial placement only)</li> <li>Oral surgery</li> <li>Prefabricated stainless steel crowns</li> </ul>	50% after deductible	30% after deductible

### Discount Services – Preventive Plus

### Discount services (no waiting periods)

### Major services

- Crowns
- Bridgework
- Dentures including repair and adjustments
- Periodontics such as periodontic cleanings and gum therapies
- Endodontics (root canals)

You may receive a discount on these non-covered services. You may contact your participating provider to determine if any discounts are available on non-covered services. Out-of-pocket expenses do not apply to deductible and annual maximum. Members are responsible for 100% of the discounted service.

#### Orthodontia services

Adult and child orthodontia

Examples:	Average cost for service:	Your average discounted cost:	Your average savings:
Porcelain crowns fused to noble metal	\$877	\$667	\$210
Root canal (molar)	\$923	\$765	\$158
Periodontal cleanings	\$110	\$86	\$24
Dentures	\$1,190	\$808	\$382
Partial dentures	\$1,215	\$902	\$313

### Humana





# Humana HI215 HMO Dental Plan









# Stand Alone Dental Plans

#### **Dental Preventive Plus**

- Preventive services include two routine oral exams and cleanings and one set of bite-wing x-rays annually covered at 100% from an innetwork provider.
- Basic services are covered, generally after a six (6) month waiting period and an annual deductible.
- Major services are NOT covered by the plan, but discounts may be offered by in-network dentists.
- There is a \$1,000 annual limit per person for covered services.
- \$21 Per Member Per Month

#### **Dental Loyalty Plus**

- Preventive services include two routine oral and periodontal exams and cleanings covered at 100%.
- Basic/Diagnostic/Major services are covered after meeting a one-time deductible. Services include but are not limited to root canals, crowns, periodontal cleanings, dentures and oral surgery There is a \$1,000 annual limit per person for covered services but this does increase in year 2 & 3.
- \$35 Per Member Per Month

#### **Dental Value: HI215**

- There are no deductibles, no waiting periods and no annual dollar limits
- Office visits are either \$10 or \$15 depending on the plan in addition to any copay for covered services listed in the Summary of Services
- Most dental procedures are covered with a co-payment when seeing a general dentist, otherwise cost shares and unlisted procedures may be at up to a 25% discount from participating specialists
- \$17 Per Member Per Month

\*Stand-Alone Dental/Vision Plans do require a minimum 1 year commitment







# Humana Vision Plan









### HumanaOne Vision Care Plan

#### **Humana Vision Plan**

### **Covers Exam, Lenses, Frames & Contacts**

- No waiting periods
- No age restrictions

### **Large Provider Network**

28,000 participating optometrists and opthalmologists

- LensCrafters
- Pearle Vision
- Sears Optical
- Target Optical
- JCPenney Optical



# Vision Plan Benefits

Vision care services	See a participating provider	See a nonparticipating provider
Exam with dilation as necessary	\$15 copay	\$30 allowance
Contact lens exam options*		
Standard contact lens fit and follow-up	\$40 copay	Not available
Premium contact lens fit and follow-up	10% off retail	Not available
Frames		
<ul> <li>Discounts may be available on all frames except when prohibited by the manufacturer.</li> </ul>	\$150 allowance, 20% off balance over \$150	\$150 allowance
Standard plastic lenses		
Single vision	\$25 copay	\$25 allowance
Bifocal	\$25 copay	S40 allowance
• Trifocal	\$25 copay	\$55 allowance

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# Vision Plan Benefits

Vision care services	See a participating provider	See a nonparticipating provider
Lens options		
UV coating	\$15 copay	Not available
<ul> <li>Tint (solid and gradient)</li> </ul>	\$15 copay	Not available
<ul> <li>Standard scratch-resistance</li> </ul>	\$15 copay	Not available
<ul> <li>Standard polycarbonate**</li> </ul>	\$40 copay	Not available
<ul> <li>Standard anti-reflective coating</li> </ul>	\$45 copay	Not available
<ul> <li>Standard progressive (add-on to bifocal)</li> </ul>	\$65 copay	Not available
<ul> <li>Other add-ons and services</li> </ul>	20% off retail price	Not available
Contact lenses (applies to materials on	ly)	
Conventional	\$150 allowance, 15% off balance over \$150	\$92 allowance
Disposable	\$150 allowance	\$92 allowance
Medically necessary	15% off balance over \$150	\$200 allowance
Frequency <sup>‡</sup>		
Examination	Once every 12 months	Once every 12 months
<ul> <li>Lenses or contact lenses</li> </ul>	Once every 12 months	Once every 12 months
• Frame	Once every 12 months	Once every 12 months







# **Get Started**











# **Application Process**

### To complete the online application...

- 1. <u>www.humana.com</u>
- 2. Sign in using your username and password
  - 3. Select the Vantage Tab Below

For Your Retail Business

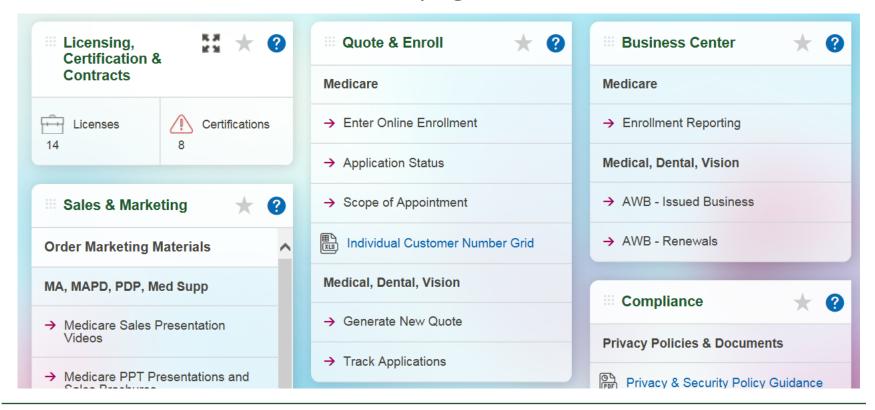
For Your Commercial Business





# Humana Vantage

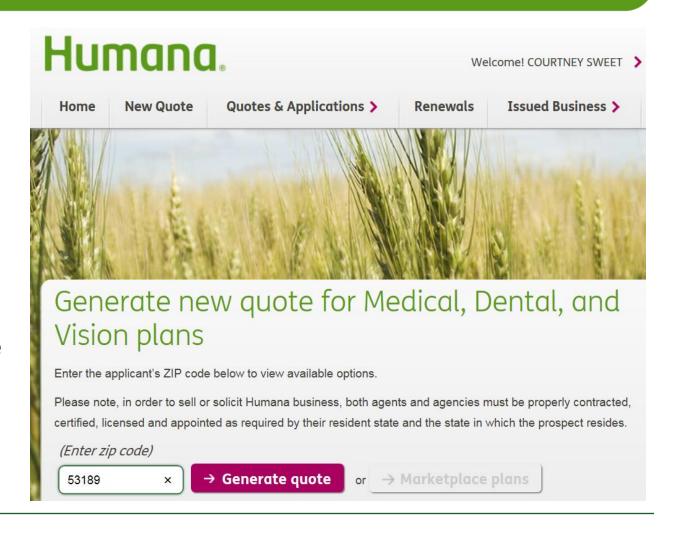
Select "Generate New Quote" Link under the Medical, Dental,
 Vision tab in the center of the page.





# Running a Quote

- Automatically opens a new tab for the Humana Agent Workbench.
- Simply Enter the zip code and select the Generate quote tab at the bottom of the screen.



# **Client Demographics**

# Enter applicant information

Writing Agent ID: 1438070 Writing Agent name: COURTNEY SWEET

Assign agent

\* Zip code

53189

Covered individuals	Gender	Date of birth	
Primary applicant	Male Female	MM/DD/YYYY	
My spouse	Male	MM/DD/YYYY	Remove

- add a dependent
- I have a veteran in my immediate family
  - → Next step: Select a plan



# Selecting A Plan

Dental

Vision

### Let's look at some Vision Plans

#### 1 plan available

If purchasing both vision and dental plans together (excluding Dental Savings Plus plan), you'll pay only one enrollment fee.



Search Vision Providers

#### **Humana Vision**



Enrollment Fee: \$35.00 Effective date: 01/01/2017

Routine Exam:

You pay \$15. Once every 12 months

Contact Lens Exam:

\$150 allowance

Premium	\$14.49
Administrative Fee	\$1.00

Association Fee \$0.00

Monthly payment \$15.49

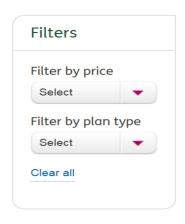
Select Plan

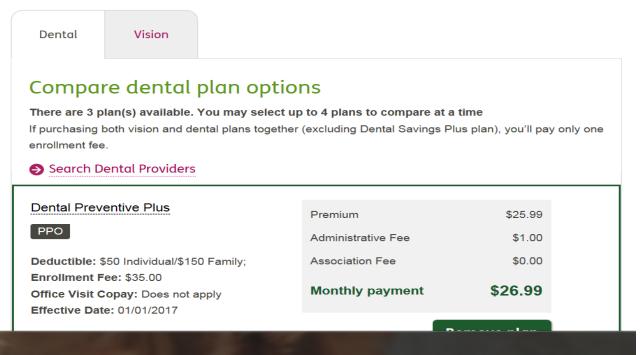


# **Review and Apply**

### Select a plan









# Review and apply



This quote is only an estimate. Humana will determine the final rate and effective date after we receive and accept your completed application.

#### **Quote Number:**

xi6adlvz

Gender/Age:
F/62

County:
WAUKESHA

Option A
\$42.48 Monthly
\$77.48 Initial

→ Apply now
Remove item

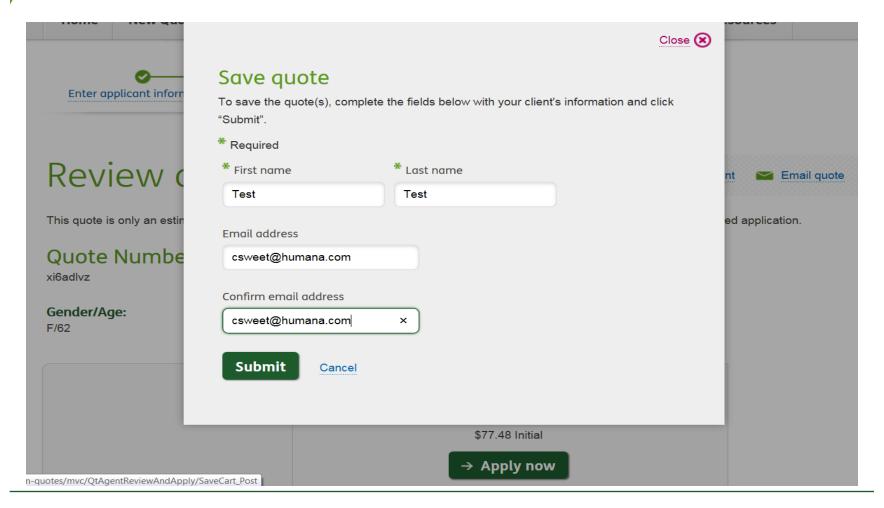
Payment Details

Dental Plan(s)

Return to Select a Plan



# Saving the Quote





# Start of Online Application

# What to expect

Applying for health insurance coverage with Humana is easy. Just click on the Start button and we'll guide you through each step of the process. This usually takes no more than 10 - 20 minutes. All applications are subject to approval.

# Apply for Health Insurance in just four easy steps



**ApplicationDetails** 



Review



**Payment** 



E-Signature

#### Agreements

You have chosen to continue the application process for your client by using Agent Workbench's Agent Online Application. The plans are not offered through the exchange (also known as the Health Insurance Marketplace) and are therefore not eligible for ACA premium tax credits (subsidy) or cost-sharing reductions.

Before you begin the application, make sure you've reviewed the Summary of Benefits brochure, Privacy Notice and Quote Disclaimer.

Please note, in order to sell or solicit Humana business, both agents and agencies must be properly contracted, licensed, and appointed as required by their resident state and the state in which the prospect resides.

Please affirm that you have:

- Reviewed the Summary of Benefits brochure with your client.
- Reviewed the Privacy Notice with your client.
- Reviewed the Subsidy/Tax Credit Eligibility Information and informed the customer that he or she will be responsible for paying the entire premium amount.
- Read the quote disclaimer available on the Review and Apply page to your client.
- Read all of the application questions to your client as they are presented
- Agreed that the review and signature of the application and additional documents will be completed by the applicant(s).

#### 🏂 View Benefits

By clicking on Start Application, you agree to the above statements.



# **Application**

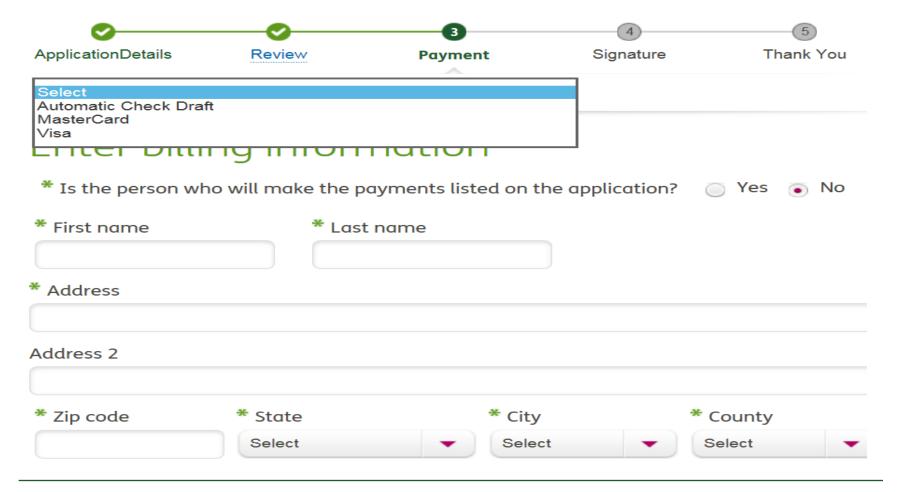
## Application for primary applicant

We would like some additional information to complete your application. Please include your information in the boxes below. \* First name \* Last name \* Birth date Age Test Test 03/25/1954 62 year(s) \* Gender \* Social security number Female \* Residential Address Street Address 2 \* City \* State \* Zip code \* County WAUKESHA Wisconsin WAUKESHA 53189 \* Confirm email address Email address csweet@humana.com csweet@humana.com \* Primary phone #

# Dental Preventive Plus Effective Date 01/01/2017 Premium \$26.99 Humana Vision Effective Date 01/01/2017 Premium \$15.49 Total \$42.48



# Finishing the Application





# Addressing Concern #2 – Not worth the Time

1. It's easy to offer SADV.

2. Submit application electronically or by paper application.



• 3. Since it takes 30 minutes or less to submit a Dental/Vision application, you're earning over \$70/hour selling these plans to your clients!

"There is a lot to gain by offering ancillary coverage!"





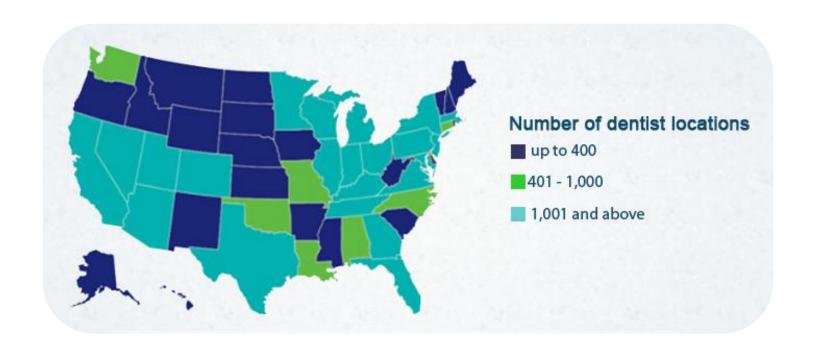
# Find a Dentist





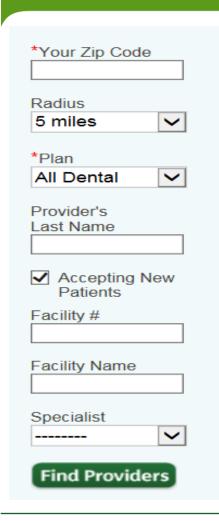


# Humana PPO Plans (Preventive Plus, & Loyalty Plus) all use the same network! The **Humana PPO / Traditional Preferred Network**

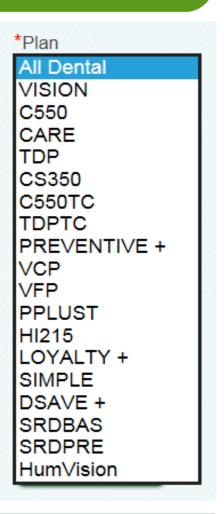


Members can save more by choosing one of the more than 225,000 dentist locations in the HumanaOne Dental network.

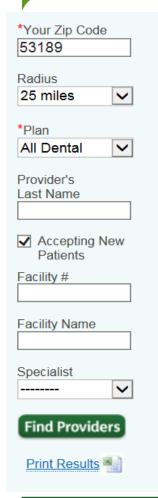
## Provider Search: www.humanaonenetwork.com

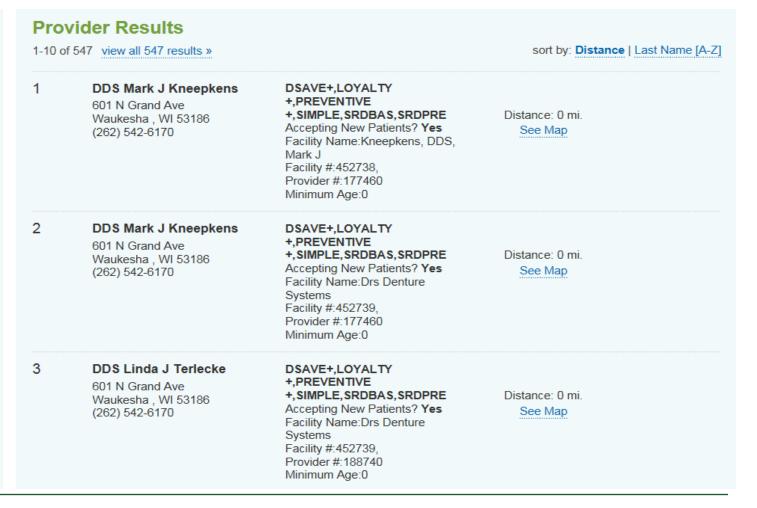


- 1. Enter Zip Code
- 2. Select Mile Radius
- 3. Select Plan
- 4. Narrow leave open for broad search
- 5. Accepting New Patient box



## **Provider Search**











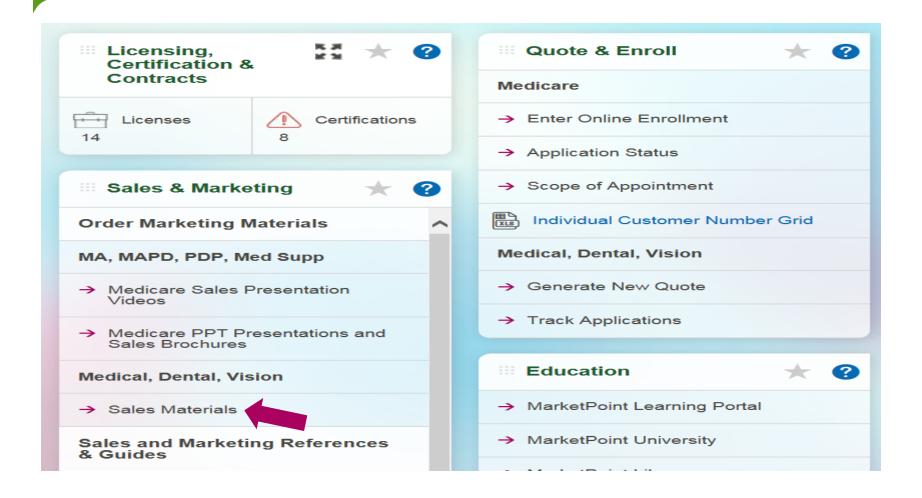
# **Ordering Materials**







## **Order Materials**

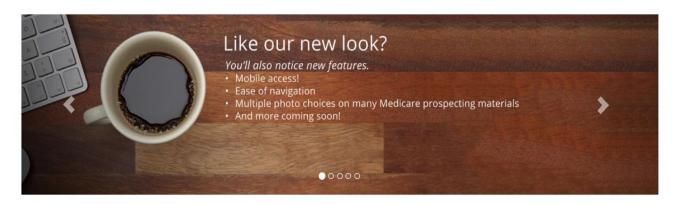




# **Order Materials**

**Humana**. Marketing Resource Center





Browse by clicking on a product below or the Marketing Programs Directory drop-down menu above.







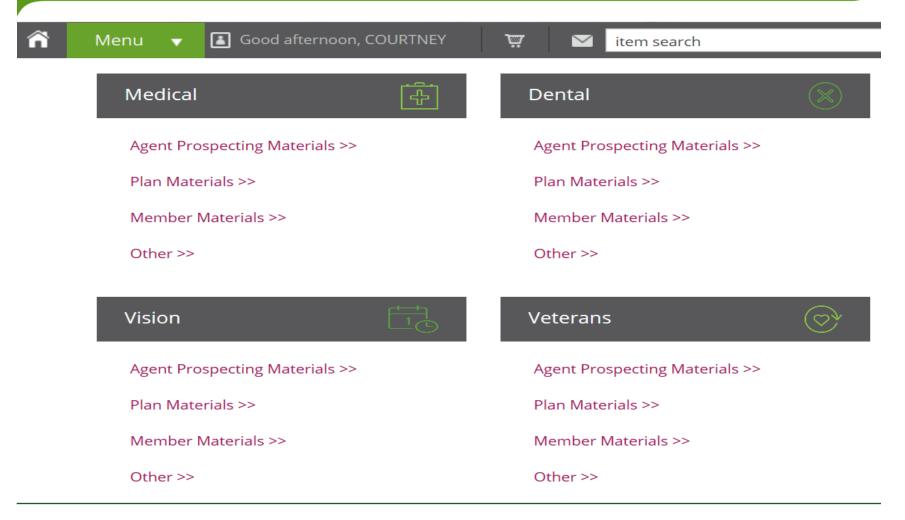






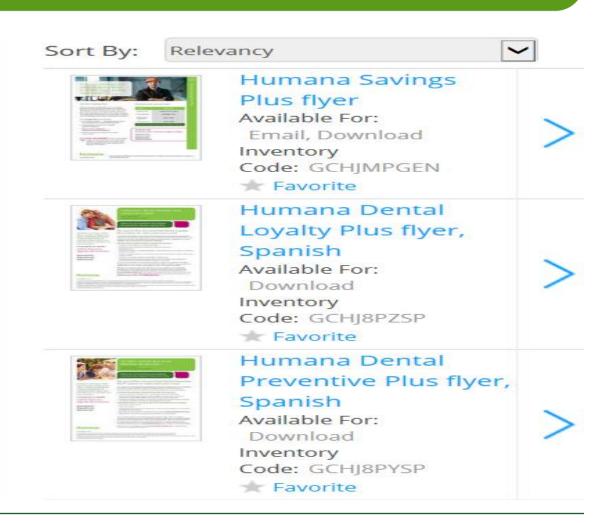


# **Order Materials**





# **NARROW YOUR** RESULTS Audience ✓ Agent/Broker (16) Employer (1) Member (6) **Delivery Channel** Download (16) Email Campaign to a List (3) Email with Link (7) Print Order (3) Document Type Brochure (5) Flyer (8) Stationery (3)





#### Flyer GCHH7EGHH



Why the Humana Dental Loyalty Plus plan could be right for you

With the Loyalty Plus plan, you will be rewarded with increasing benefits from years one to three, with no waiting period for services. That means you can start using your plan right away.

Get coverage for preventive care and other services such as fillings, root canals, dentures or crowns.

The Loyalty Plus plan is a great choice for these reasons:

#### Coverage now that increases:

 No copays, and routine cleanings and exams are covered at 100 percent

The plan pays a maximum benefit of:

- \$1,000 in year one
- \$1,250 in year two
- \$1,500 in year three and thereafter

#### Lasting coverage with freedom:

A one-time deductible for as long as you stay on the plan, up to \$150 per person or \$450 per family.

#### Coverage that moves with you:

- You have the freedom to choose the dentist you prefer
- · If you travel or move, the plan goes with you

DID YOU KNOW? Good oral health means more than just an attractive smile, it is important to brush and floss properly and see a dentist for regular checkups.

#### Preventive services —

Includes routine exams and cleanings

	100%, no deductible
Average cost	\$146
Average cost with Loyalty Plus	şo
Savings	\$146

#### Enrolling is easy.

Contact your Humana agent today

[[AgentName]] [[AgentPhone]] [[AgentEmail]] [[AgentWebsite]]

continued

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Includes routine exams and cleanings

Plan covers	100%, no deductible
Average cost	\$146
Average cost with Loyalty Plus	\$0
Savings	\$146

#### Enrolling is easy.

#### Contact your Humana agent today

[[AgentName]] [[AgentPhone]]

[[AgentEmail]]

[[AgentWebsite]]

continued -



# Addressing Concern #4 – Never Sold Product Before

## What We Learned Today

- Product Information
- 2. Quotes and Applications
- 3. Finding Providers
- 4. Compensation
- 5. Materials and Marketing



### YOU ARE NOW READY TO SELL!!!!!

# Framing the Dental/Vision Sale Conversation

- 1. Transition to Dental/Vision: "I'm glad you're happy with your current coverage. I also want you to know that I am appointed to sell Dental and Vision plans with Humana. They have some great options and competitive prices. How do you currently pay for your Dental and Vision care?"
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