

# HEALTHPLEX TRANSITION FREQUENTLY ASKED QUESTIONS



**For Eligibility please log on to:**  
**[yourdentalplan.com/healthplex](https://yourdentalplan.com/healthplex)**



**Or call your Dedicated Phone Line which  
has not changed: 844-TWU-HPLX**

## **What changes have occurred**

Healthplex/Dentcare has integrated onto a new operating system effective January 1, 2024.

## **Will this impact the participating dentist I currently visit?**

All Healthplex/Dentcare providers have not changed. You **MUST** have your new ID number and new Plan number. If you don't have your new ID card and you need to confirm eligibility, please call your dedicated phone line to obtain your ID number. **You have access to the same benefits and dentists you have always had.**

## **How do I find a dentist?**

After January 1st, 2024, to find a participating general or specialist dentist, members can either call Customer Service at **1-844-TWU-HPLX** (For TTY/TDD services call 711) or go to **[yourdentalplan.com/Healthplex](https://yourdentalplan.com/Healthplex)** and click on "Register" to create an account.

## **Will I receive a new ID card?**

Yes, new ID cards have been mailed out. **THIS MAILING WILL BE DELIVERED IN A PLAIN WHITE NONDESCRIPT ENVELOPE, (SIMILAR TO HOW CREDIT CARDS ARE MAILED).** Enclosed will be a set of two cards containing the member's name, the new policy number, and your own unique identification number. All family members can use these cards while visiting a provider (spouses and dependents will not receive a separate card).

## **Will my policy number change?**

**Yes.** You will have a new policy number. This new policy number will be on your new ID card.

## **What is the difference between an in-network provider and an out-of-network provider?**

In general, you will always pay less with an in-network provider. An in-network provider has a contracted rate for each service that they must charge, whereas an out-of-network provider can choose the amount to charge the patient for each service. If choosing an out-of-network provider, you will be responsible for any charges above the possible reimbursement.

## What if I had a prior authorization for services before the transition?

All predeterminations prior to the transition are being honored. If your predetermination is not being honored, please call 516-542-2287.

## Will my benefits remain the same?

Yes. There are no changes to the benefits in place today.

## Who do I call if I have questions for services rendered prior to January 1, 2024?

For any questions for matters related to claims or issues occurring during 2023, please call **1-800-468-0600**. If you need to submit a claim with a 2023 date of service, please have your provider send claims to:

Healthplex  
PO Box 211672  
Eagan, MN 55121

## Is there a new claims process beginning January 1, 2024?

Beginning January 1, 2024, please send claims with dates of service of January 1, 2024, and after to:

Healthplex  
PO Box 30567  
Salt Lake City, UT 84130

## You will be receiving your ID Card and member letter shortly

### Member Letter

Benefit Co-ordinator  
P.O. Box 30567  
Salt Lake City, UT 84130-0567



Dentcare Delivery Systems is pleased to provide your new dental ID cards with this informational letter. Your ID card contains important information that you will need when scheduling an appointment and visiting the dentist. The following tips will help you get the most from your dental plan:

#### Take Advantage of In-Network Services

Your plan offers unrestricted access to one or more of our Preferred Provider Organizations (PPOs). To find a participating general dentist or specialist, go to [yourdentalplan.com/Healthplex](http://yourdentalplan.com/Healthplex) click on "Register" to create an account. Select Find and Estimate Care to find a dentist.

#### Out-of-Network Services

Your dental plan allows you to see a licensed dentist anywhere in the country, including dentists who do not participate in the PPO network. Please note, you may have to pay more for dental services from a non-participating dentist. ADA Claim forms for out-of-network services are available on our website at [yourdentalplan.com/Healthplex](http://yourdentalplan.com/Healthplex) in the Member Forms section.

#### Manage Your Benefits Online

The best way to manage your dental benefits is through our online Member Portal. You can find a dentist in our network, view claims status, review your benefit summary, and much more! To create your account, go to [yourdentalplan.com/Healthplex](http://yourdentalplan.com/Healthplex) and click on "Register." Follow all on-screen prompts to get started managing your oral health with Healthplex.

#### Contact Us

You can contact Healthplex Customer Service for help understanding your coverage, locating a dentist or help logging on our Member Portal. Call us at 844-TWU-HPLX (8 a.m. – 6 p.m. EST, Monday - Friday).

### PPO ID CARD



Plan ID (80840)

Member ID:

Group Number: 1730279

Member:

DENTAL IDENTIFICATION CARD  
Payer ID

Metro Network Product ID D0036096  
Underwritten by Dentcare Delivery Systems, Inc.

### DHMO ID CARD



Plan ID (80840)

Member ID:

Group Number: 1730279

Member:

DENTAL IDENTIFICATION CARD  
Payer ID

Dentist Name:

0502

DHMO Comprehensive Product ID D0034907  
Underwritten by Dentcare Delivery Systems, Inc.