

FREQUENTLY ASKED QUESTIONS

WHAT ARE THE BENEFITS OF THE MANAGED CARE PLAN?

The Managed Care plan has an extensive network of over 6,000 dental access points in New York and New Jersey. Employers can choose either the Select Network or the Comprehensive Network of participating providers. There are no annual maximums, no claim forms, and 100% coverage on preventive services. No pre-existing exclusions or special waiting periods for coverage.

HOW CAN MEMBERS CHANGE THEIR FAMILY DENTIST?

The selection of a Primary Care Dentist (PCD) is required for members and their dependents. To find a dentist, log onto www.healthplex.com and click on “Our Dentists”, select “Managed Care Panels”, then choose either “Select Panel” or “Comprehensive Panel”.

DO MEMBERS NEED A REFERRAL TO SEE A SPECIALIST?

For members enrolled in the Select plan, referrals are not needed, and members receive care from our Capital Network Specialists. For members enrolled in the Comprehensive plan, referrals are required to see a Comprehensive plan participating specialist.

IS THE MANAGED CARE PLAN ACA COMPLIANT?

Yes. The Managed Care plan is ACA compliant for all groups with 100 or fewer employees and includes the Pediatric Dental Essential Health Benefits, as defined in the Patient Protection Affordable Care Act (ACA) for all dependent children under the age of 19. Dependent Children are covered up to age 26 under the Select plan, and the dependent child age limitation can be customized under the Comprehensive plan.

CAN MEMBERS MANAGE THEIR ACCOUNT ONLINE?

Yes. The best way for members to manage their account is to log in at www.healthplex.com where they will be directed to their dental plans so they can find a dentist, view claims status, review their benefit summary and more. First time users should click on “I am a Member” and then “Register” directly below the “log in” area.

WHAT DO MEMBERS DO IF THEY NEED HELP?

Members can contact Customer Service at [800-468-0600](tel:800-468-0600), 8 a.m. – 6 p.m., EST, Monday - Friday, or email us at info@healthplex.com with any questions about their coverage and for help locating a dentist. If a member needs assistance accessing forms on our website or logging in, members can contact [Web Support](#) at [888-468-5171](tel:888-468-5171).



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