

## FREQUENTLY ASKED QUESTIONS

### HOW DO MEMBERS FIND A PARTICIPATING PROVIDER?

With access to our National Participating Provider Organization (PPO), finding a dentist has never been easier. Simply log on to [www.healthplex.com](http://www.healthplex.com) and click on “**Our Dentists**”, select “**PPO Panels**”, choose “**National PPO**”, and pick a dentist from over 260,000 nationwide access points.

### CAN MEMBERS SEE THEIR OWN DENTIST?

Yes. Members can see their own dentist. However, when seen by an in-network dentist, members can save money.

### WHAT ARE THE ADVANTAGES OF USING AN IN-NETWORK DENTIST?

Our partnership with a wide selection of providers allows us to negotiate the lowest possible fees (typically lower than dentist’s Usual and Customary Rates [UCR]). In-network dentists can only charge up to the fee schedule, whereas out-of-network dentists can balance bill you up to their UCR.

### IS A REFERRAL REQUIRED TO SEE A PARTICIPATING SPECIALIST?

No referral is needed to see one of our participating specialists.

### IS THE PLAN ACA COMPLIANT?

Yes. All Healthplex plans are ACA compliant for all groups with 100 or fewer employees and include 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.

### CAN MEMBERS MANAGE THEIR ACCOUNTS ONLINE?

Members can manage their account by logging onto [www.healthplex.com](http://www.healthplex.com) in order to find a dentist, view claims status, review benefit summaries and more. First time users should click on “**I am a Member**” and then “**Register**” directly below the “**log in**” area.

### HOW CAN MEMBERS GET THE HELP THEY NEED?

Members can contact Customer Service at **800-468-0600**, 8 a.m. – 6 p.m., EST, Monday - Friday, or email us at [info@healthplex.com](mailto: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**.

