

Q: Which dental offices can I visit?

A: You have access to Healthplex's Mosaic Network. To view the participating offices, visit healthplex.com/member/USFHP, and then click on Find-a-Dentist.

Q: Which dental services are covered at no charge?

A: There is no charge for covered preventive and diagnostic dental procedures (*such as cleanings, bitewing x-rays, and exams*) when you visit a participating provider.

Q: What about other dental procedures? Examples – Fillings, root canals, extractions, crowns?

A: When you receive basic and major dental services, you will be charged discounted rates at all participating General Dentists. When seeing a participating Specialist (*Endodontist, Periodontist, Oral Surgeon, or Orthodontist*) in NY/NJ, you will be charged discounted rates. When seeing a participating Specialist outside of NY/NJ, you receive a 20% discount off the specialist's usual fees.

Q: What are the discounted fees?

A: This program offers steep discounts on most basic, major and orthodontic services. You can visit healthplex.com/member/USFHP to see a list of common services and their fees. For all care, it is best to confirm your exact discounted fee from your participating provider.

Q: Are there any dental procedures for which a discount won't be provided?

A: Yes, while a majority of dental services are covered, there are services such as implants that are not discounted. These services can also be confirmed by the participating dental offices.

Q: Are orthodontic services discounted?

A: Yes, when seeing a provider in NY/NJ, for dependent children under age 19, you pay a discounted fee of \$2,910 for a two year orthodontic case. This discount applies to the insertion of standard metal braces and 24 consecutive months of adjustments. There may be additional fees charged by the Orthodontist for cases that take longer than two years, and for any special appliances such as palate expanders and retainers. When seeing a provider outside of NY/NJ, you will receive a 20% discount off the specialist's usual fees.

Q: Can I see a dentist who is out-of-network and does not participate with Healthplex's Mosaic Network?

A: Yes, you will be reimbursed only for preventive and diagnostic services (*such as cleanings, x-rays, and exams*). You will receive the most from your benefits if seen by a participating provider. However, if you choose to visit a non-participating provider, you will be responsible to pay the difference between the provider's usual fees and the plan reimbursement for preventive and diagnostic services. The dental office can assist you in sending a standard dental claim form to Healthplex for reimbursement. **There will be NO out-of-network reimbursements for any dental procedures other than preventive and diagnostic services.** You must see participating providers to receive discounts on basic and major procedures.