

HEALTHPLEX IS PLEASED TO INTRODUCE HEALTHPLEX AMERICA!

Now Healthplex can serve all members of our groups, wherever they may reside.

What does the Healthplex America Program mean to you?

- PPO Programs in almost every state.*
- DHMO Programs in Florida.**
- Access to an extensive national PPO network of over 120,000+ dental access points.
- Preventive care, including exams and cleanings, at little or no out-of-pocket cost.
- Up to 30% savings on services from PPO network dentists, and savings on the DHMO Programs are even higher!

And as always, you have the assurance that with Healthplex you get the most competitive plans available.

**Plan is underwritten by UnitedHealthcare Insurance Company; **This plan is underwritten by: Solstice Benefits, Inc., a licensed prepaid Limited Health Services Organization; Chapter 636 F.S.*

CUSTOMER SERVICE... OUR FRONT LINE TO OUR CUSTOMERS

Healthplex takes great pride in its Customer Service Department. Understanding our members' needs is our best way of keeping our products responsive to the marketplace. Addressing our members' needs is the best way of keeping happy customers. And keeping our customers happy is our number one goal! Because our customer service representatives are the primary way we communicate with our members, it is critical that

they are experts in their area and understand how to most effectively solve problems. This is where the experience and skills of our senior trainer, Trevor Bourne, pay off. Trevor has been a valued employee at Healthplex since 1996.



TREVOR BOURNE, SENIOR TRAINER

Customer Service Department

He heads up the customer service training initiatives at the Company. Trevor is an expert in all of our business products, enabling him to share that information with new recruits, as well as educate and assist our clients in the field. In Trevor's words, "Customer Service is the front line of our Company. My job is to inspire and motivate our customer service representatives to give the correct information to our customers and deliver the information with a smile.

Healthplex achieves this goal through the comprehensive training programs we provide to our representatives. With these programs, we let them know exactly what we expect. If we give them the training they need with a smile, they will respond to our customers in the same way."

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CHEW ON THIS



THE PREVENTIVE INCENTIVE

Preventive care is critical to our general health. Our dental health is particularly responsive to preventive care. At Healthplex we call it the “preventive incentive.” We encourage the “preventive incentive” to all of our groups and members.



Ana, 4, matches her toothbrush to her nightgown

Practicing good oral hygiene should begin the moment a tooth erupts in a baby’s mouth and should continue throughout life. By following basic oral hygiene practices at home, and with regular dental visits, painful dental disease and costly dental procedures can be avoided and the early detection of many serious health conditions can be achieved.

With babies and young children it can be difficult to enforce good preventive techniques, however, teaching your child proper oral care at a young age

is an investment in his/her health that will pay off in many ways throughout his/her life.

The trick for young children is to make it fun. Here are Healthplex’s tips for parents to encourage and enforce good oral hygiene in young children:

1. Kids can take turns brushing their own teeth and then mommy or daddy’s teeth. Try with dolls and stuffed animal’s teeth too.
2. Let kids choose their own toothbrush at the store—older kids can also choose electric toothbrushes.
3. Brush in the bath. It is a confined place and kids are usually having fun and relaxed. Then, after the child brushes his/her own teeth, he/she can brush the rubber ducky’s teeth.
4. Brush for two full minutes. Using an egg timer or an hour glass timer makes this fun. This is better for older children – five and up.
5. Find resources – websites with oral health activities and books that help kids learn about taking care of their teeth. We especially like “Brush Your Teeth Please: A Pop Up Book”.
6. Make up your own silly brush-your-teeth song to the tune of one of his/her favorite songs.
7. Have child open mouth wide and say, “I see some cornflakes in there. I see some broccoli in there. I see some apple in there...” As you name the foods together, the next step is to brush them away. It’s fun because you get to think about all of the foods you ate in the day.

DENTAL TRIVIA

100 years ago, one half of all adult North Americans were toothless—today less than 10% of adults over 65 have lost their teeth.

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