



IMPORTANT NOTICE REGARDING YOUR DENTAL PLAN, EFFECTIVE JANUARY 1, 2024 - PLEASE READ

Dear Member,

In December of 2020, our dental vendor, Healthplex, Inc., was acquired by UnitedHealthcare. As a result, your Healthplex dental plan will be changing to UnitedHealthcare, effective 1/1/24.

It is important to note that your dental benefits and choice of primary care dentists (PCD) and specialists will remain the same.

With this transition to UnitedHealthcare, you will be receiving a new welcome letter and ID card for your existing dental plan in mid-January 2024. This letter and ID card will include a new toll-free customer service number and a new website to access dental plan information. In addition, a unique member ID# will be provided that will allow you to register on myuhc.com or on the UnitedHealthcare mobile application(app). Both the website and app will provide real time information relating to your dental plan, i.e., annual maximums, benefits used for the year, provider search and so much more.

Healthplex has provided you, our valued member, with the below frequently asked questions to guide you through this transition:

1. **Will my benefits remain the same?**
 - Yes. There are no changes to your dental benefits in place today.
2. **What is changing regarding my dental plan?**
 - All changes to your dental plan are operational in nature. There is no change to your PCD or dental coverage.
3. **Why is this change occurring?**
 - Healthplex was acquired by UnitedHealthcare at the end of 2020. Healthplex will be retiring their claims processing systems and fully integrating to a more robust UHC platform on January 1, 2024.
4. **Will this impact the participating dentist I currently visit?**
 - As your network is not changing, you may continue to receive treatment from your participating provider without interruption.
5. **Will I receive a new ID card?**
 - Yes, a new ID card will be sent mid-January 2024. **THIS MAILING WILL BE DELIVERED IN A PLAIN WHITE NONDESCRIPT ENVELOPE FROM UHG, (SIMILAR TO HOW CREDIT CARDS ARE MAILED).** Enclosed will be a set of two cards containing your name, a new policy number and your own unique identification number.
6. **Will my Policy number change?**
 - Yes. Your current policy 934369, is changing. The new policy # will be reflected on your new ID card.
7. **Who do I call if I have questions for services rendered prior to January 1, 2024?**
 - For any questions relating to dental care in 2023, please call 1-800-468-0600.
8. **Who do I call if I have questions for services rendered after January 1, 2024?**
 - 1-877-816-3596 is the Customer Service phone number to call for any dental care matters pertaining to 2024.
9. **Where do I submit my dental claims from 2023 and/or for new dental services in 2024?**
 - For any dental services performed in 2023, you (or your dentist) will submit those claims to PO Box 211672 Eagan, MN 55121.
 - For any dental services performed in 2024, you (or your dentist) will submit claims to the new UnitedHealthcare address, PO Box 30567 Salt Lake City, Utah 84130

Thank you,
Healthplex Client Services Team