

Frequently Asked Questions (FAQ) Healthplex to UnitedHealthcare Transition

- 1. Will my benefits remain the same?**
 - Yes. There will be no changes to the dental benefits you currently receive.
- 2. What is changing regarding my dental plan?**
 - All changes to your dental plan are administrative in nature.
 - As of January 1, 2024, UnitedHealthcare will administer the same dental plan with the same dental network you currently have. Healthplex will no longer serve as your dental plan administrator.
- 3. Why is this change occurring?**
 - Healthplex was acquired by the UnitedHealth Group organization at the end of 2020. As a result, Healthplex will be retiring its claims processing systems and switching to a more robust UnitedHealthcare platform on January 1, 2024.
- 4. Can I keep the same dentist I currently visit?**
 - Yes. Because your dental network is not changing, you may continue to receive treatment from your current dental provider without interruption.
- 5. Will I receive a new ID card?**
 - Yes. You will be sent a new ID card in mid-January 2024.
 - **Please note that your ID card will be mailed in a plain white non-descript envelope from UnitedHealthcare (similar to how credit cards are mailed).** Enclosed will be a set of two ID cards containing your name, a new policy number and your own unique identification number.
- 6. Will my Policy number change?**
 - Yes. Your current policy number, GG-373P01, is changing. The new policy number 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?**
 - Please call **(800) 468-0600**.
- 8. Who do I call if I have questions for services rendered after January 1, 2024?**
 - Please call **(877) 816-3596**.
- 9. What should I do if I have an appointment in early January and I have not received my new ID card yet?** You can register on myuhc.com by entering your name, date of birth and last six digits of your SSN. Once you are registered, you may download your new ID card. Your dentist will also be able to verify your eligibility on the provider web portal or by calling the dedicated provider services phone # which is (877) 282-7012.

10. 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) should submit claims to PO Box 211672, Eagan, MN 55121.
- For any dental services performed in 2024, you (or your dentist) should submit claims to the new UnitedHealthCare address: PO Box 30567, Salt Lake City, UT 84130.