



HUMANADENTAL[®]

STATE OF TEXAS DENTAL CHOICE PLAN

ENROLLMENT/ ELIGIBILITY	<p>How do I contact HumanaDental? Visit: HumanaDental.com/ERS Call toll-free: 1-877-377-0987 (TTY: 711)</p> <p>Where can I find the benefits booklet? You can find the PPO Member Handbook on the website at HumanaDental.com/ERS in the State of Texas Dental Choice Plan section.</p> <p>How much will this dental plan cost for me and my family? This information can be found on the ERS website: www.ers.texas.gov.</p> <p>If I have dependent coverage, will each member receive an ID card? HumanaDental automatically issues two ID cards per family. The card lists the subscriber and up to nine dependents. You can order additional cards at no cost by calling HumanaDental.</p>
PROVIDER	<p>Can I go to any dentist? Yes. You can see any dentist. However, to have lower out-of-pocket costs, visit a participating PPO network dentist.</p> <p>How do I find a participating dentist? Go to HumanaDental.com/ERS and click “PPO Dentists” at the bottom of the home page, under Dentist Finder. You can also call HumanaDental.</p> <p>What if my dentist is not currently participating? You can nominate a dentist for the network by calling HumanaDental or by using the provider nomination page on the HumanaDental website.</p> <p>Do I need a referral to see a specialist? No. You do not need a referral to see a specialist.</p> <p>If I don’t see a participating dentist, will I still receive benefits? Yes; however, you pay less if you visit a participating PPO network dentist.</p>
BENEFITS	<p>Does my deductible count toward my annual out-of-pocket maximum? No, the deductible does not count toward the maximum.</p> <p>What do I do if I have other dental insurance and this plan? This process varies according to your unique circumstances. For questions about your specific dental benefits, call HumanaDental.</p>

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BENEFITS

How do I verify that HumanaDental will cover a procedure?

We recommend you call HumanaDental before your procedure.

I had two routine cleanings this year while covered under the Dental DHMO.

Can I get another one now that I've switched to this plan?

The plan limits participants to two routine cleanings per calendar year, Jan. 1 – Dec. 31. In addition to these two routine cleanings, the plan covers periodontal cleanings. For more information, call HumanaDental.

Are implants covered?

Under very specific guidelines. For more information, call HumanaDental.

My child needs orthodontia services. Will these services be covered under the State of Texas Dental Choice Plan?

The plan covers orthodontia services for children through age 19. You do not have to meet a deductible, and the plan pays 50 percent of the covered orthodontia services, up to the \$1,500 lifetime maximum. Routine extractions related to the orthodontia treatment will be applied to the orthodontia lifetime maximum. Once your child meets this lifetime maximum, he or she will have no further coverage for orthodontia services.

Do I still have to be enrolled for three years to get the maximum benefit?

No. You have maximum benefits the day your coverage begins.

Is this plan based on a calendar year or plan year?

This plan is calendar year for deductible and annual maximums. The annual maximum, deductible, etc., start over on Jan. 1.

With the State of Texas Dental Choice Plan, what happens if I exceed the maximum annual benefit?

Once you have met the \$1,500 per calendar year annual maximum, the plan pays 40 percent of covered expenses for the rest of the calendar year.

What services apply to the annual maximum?

All basic, major restorative and prosthodontic services apply to the annual maximum. Preventive and orthodontia services do not apply to the annual maximum.

Can I use my TexFlex healthcare account to pay for dental services?

TexFlex reimburses for some dental services. But remember, not all dental services are eligible expenses. You will need to submit your dental Explanation of Benefits or detailed receipts for TexFlex reimbursements.

What is the email address for members?

If you are not yet enrolled, you can send member inquiries to GBPenrollmentquestions@HumanaDental.com. If you are enrolled and have an ID card, please sign in to MyHumana via HumanaDental.com/ERS and send your inquiry via secured email.