



# Humana Florida GoldPlus Dental Network is Gaining New CarePlus Health Plans Members



## Frequently asked questions

**Beginning Sept. 1, 2023, CarePlus Medicare Advantage supplemental dental benefits will be provided through the Humana Florida GoldPlus Dental Network.**

**Q:** How many CarePlus Health Plans members are there and where do they live?

**A:** There are approximately 201,475 CarePlus members in Florida only.

**Q:** What type of coverage do CarePlus Health Plans members have?

**A:** All CarePlus Health Plans members have Medicare Advantage coverage including an HMO medical plan with a PPO dental benefit. CarePlus Health Plans have no out of network benefit for medical or dental, meaning that members must seek dental care from an in-network dentist.

**Q:** Will Humana in-network dental providers be considered in-network for CarePlus Health Plans members?

**A:** Yes, as of Sept. 1, 2023, all dental providers currently contracted for Humana's Medicare Advantage and Florida GoldPlus networks will be considered in-network for CarePlus Health Plans members.

**Q:** How will existing CarePlus Health Plans members be notified of this change?

**A:** CarePlus members will be provided a letter including their Humana Dental Member ID, Medicare DEN# and additional information regarding the network change.

**Q:** Will Humana honor CarePlus pre-determinations created prior to Sept. 1?

**A:** Humana does not require pre-determinations for treatment. Claims on or after Sept. 1 will go through the same review as all other Humana Medicare Advantage claims and will be paid off your Humana PPO Medicare fee schedule.



# Frequently Asked Questions, Continued

**Q:** How do I verify dental coverage and benefit information for CarePlus Health Plans members?

**A:** Benefits and eligibility can be verified through [Availity.com](https://www.availity.com) by utilizing the member dental ID # from the Humana letter sent to each member or by calling the Humana Provider Customer Service line at **800-833-2223**. [Click here](#) to view dental benefit documents by DEN# and county for CarePlus Health Plans.

**Q:** How do I verify benefits if the patient doesn't present with their member ID?

**A:** Our Provider Customer Service line at **800-833-2223** can assist you. Simply request the patient's member ID and be prepared to provide their full legal name, date of birth and zip code.

**Q:** If a member had dollars on their Alivi card prior to Sept. 1, will the dollars remain on the card after Sept. 1?

**A:** The member's 2023 benefits remain unchanged, therefore any balance on their Alivi card prior to Sept. 1 will continue to be available after Sept. 1.

**Q:** Where do I submit claims for CarePlus Health Plans patients?

**A:** Claims with a date of service after Sept. 1, 2023, can be submitted as follows:

**Humana Dental Claims Office**

P.O. Box 14611  
Lexington, KY 40512-4611  
**Payer ID : 73288**

Claims with a date of service prior to Sept. 1, 2023, can be submitted as follows:

**Aflac Benefit Solutions**

P.O. Box 211276  
Eagan, MN 55121-2776  
**Payer ID : ARGUS**