



**CarePlus Health Plans members will soon have access to the Humana Florida GoldPlus Dental Network, for which you are already in-network.**

On Sept. 1, 2023, CarePlus Health Plans members will have access to Humana's Florida GoldPlus Dental Network, for which you are already in-network. As we prepare to provide access to CarePlus Health Plans' 200,000+ members in Florida, we want to share some helpful information.

As a participating in-network provider with Humana's Florida GoldPlus Dental Network, your name will be included in the network directory for both Humana and CarePlus Medicare Advantage plans. **No action is required on your part to accept these new patients.**

Reimbursement on both Humana and CarePlus Medicare Advantage plans is based on your agreed upon contracted PPO Medicare fees. The patient's ID card may say HMO, but that is only related to their medical benefits. All dental benefits are under the PPO network. Below you will find examples of the Humana and CarePlus Health Plans ID cards for your reference.

To make this easy for your practice, you can submit claims with a date of service on or after Sept. 1, 2023, like you do today 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 sent to:

**Aflac Benefit Solutions**

P.O. Box 211276

Eagan, MN 55121-2776

**Payer ID : ARGUS**

Benefits may vary by plan, so it's important to verify coverage through Availity. Once registered, log into [Availity.com](https://www.availity.com) and select Patient Registration > Eligibility & Benefits Inquiry to check your patients' current dental benefits. Be sure to select Humana Dental as the payer.

On [Humana.com/sb](https://www.humana.com/sb), you will have access to information on all Medicare Advantage plans, including the 2023 Medicare Provider Handbook.

The member will have their CarePlus Medicare ID card and a letter from Humana referencing their new Dental ID including the Medicare DEN# (as shown below). To view benefits, go to [Humana.com/sb](https://www.humana.com/sb), Availity.com or call provider customer service at **800-833-2223**.



Benefit: Dental

Network Name: Florida GoldPlus Dental

Member Name: [Member Name]

**Dental Member ID:** [Humana Dental Member ID]

Dental Plan Name: [Plan Name (i.e., DENxxx)]

**CarePlusHealthPlans.com/Dental-Finder**

CarePlus Member Services:

**800-794-5907 (TTY: 711)**

Dental Provider Services:

**800-833-2223**

Humana Dental Claims Office

Electronic Claims Submitted

P.O. Box 14611

Payer ID: 73288


Lexington, KY 40512-4611

Administered by HumanaDental

Issue Date: 09/01/2023

Insurance Company

Keep in mind, all CarePlus health plans are HMO plans with a **PPO dental benefit**. Additionally, members of CarePlus Health Plans do not have out-of-network dental benefits. See below for an example CarePlus Health Plans member ID card.

	<b>CareOne Plus (HMO)</b>
<b>JOHN A. DOE</b>	
<b>Member ID:</b> 123456701	PCP: Robert Smith
Health Plan: (80840)	PCP Telephone: 1-234-567-8900
91413 95092	Card Issued: 01/01/2023
RxBin: 015581	
RxPCN: 03200008	Cost-share protected: N
<b>Copayments:</b>	
PCP Office Visit: \$0.00	
Specialist: \$0.00	
Hospital Emergency: \$120.00	
	<b>MedicareRx</b> Prescription Drug Coverage
	CMS H1019 001 000

<b>Member Services:</b> 1-800-794-5907	<b>TTY:</b> 711
<b>MyCarePlus Connect:</b> 1-866-677-0483	
<b>Provider Services:</b>	<b>Pharmacy Inquiries:</b>
Eligibility: 1-866-220-5448	Claims Issues: 1-800-865-4034
Authorizations: 1-800-201-4305	Authorizations: 1-866-315-7587
Claims Status: 1-866-313-7587	
<b>CarePlus Claims:</b> P.O. BOX 14697 LEXINGTON, KY 40512	
	
Please visit us at: <a href="http://www.careplushealthplans.com">www.careplushealthplans.com</a>	

As a reminder, the Humana provider customer service number and Availity website is below:

- Benefits and eligibility verification: [Availity.com](https://www.availity.com)
- Humana Provider Customer Service: **800-833-2223**

As we move closer to the Sept. 1<sup>st</sup> implementation date, please let me know if I can assist you with any questions or concerns. We appreciate your support and look forward to a smooth transition with CarePlus Health Plans.