



Humana Florida GoldPlus Dental Network Now Serves CarePlus Health Plans Members



Frequently asked questions

As of Sept. 1, 2023, CarePlus Medicare Advantage supplemental dental benefits are 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 (as of Sept. 2023).

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: Are Humana in-network dental providers 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 are considered in-network for CarePlus Health Plans members.

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.



Frequently Asked Questions, Continued

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: 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

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