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Humana Florida GoldPlus Dental Network Serves CarePlus Health Plans Members

#### E Frequently asked questions



CarePlus Medicare Advantage supplemental dental benefits are provided through the Humana Florida GoldPlus Dental Network.

Q: What type of coverage do members of CarePlus Health Plans have? A: CarePlus Health Plans is a Medicare Advantage HMO which offers all members medical coverage including a supplemental PPO dental benefit. Most CarePlus Health Plans require members use only in-network providers. For dental benefits, members must seek dental care from an in-network dentist or specialist.

Q: Are Humana in-network dental providers considered in-network for members?A: Yes, all dental providers currently contracted for Humana's Medicare Advantage and Florida GoldPlus networks are in-network for CarePlus members.

Q: How do I verify dental coverage and benefit information for CarePlus members?
A: Benefits and eligibility can be verified through <u>Availity.com</u> by utilizing the member dental ID # from the Humana letter sent to each member or by calling the Humana Provider Customer Service line at 1-800-833-2223, Monday-Friday, 8 am-8 pm, EST. <u>Click here</u> to view dental benefit documents by DEN# and county for CarePlus Health Plans.

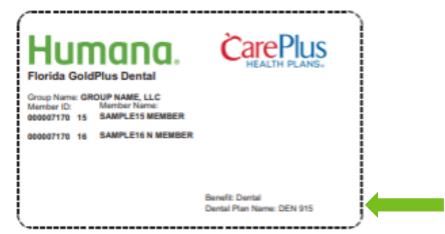
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### Frequently Asked Questions, Continued

Q: How do I verify benefits if the patient doesn't present with their member ID? A: Our Provider Customer Service line at **1-800-833-2223** can assist you. Simply request the patient's dental member ID number and be prepared to provide the member's full legal name, date of birth, and ZIP code.

Q: How do I know the patient's DENxxx plan number?

**A:** The patient's dental plan number is located on the front of the CarePlus dental ID card. See below for reference (specific DEN number varies by plan).



**Q:** Where do I submit claims for CarePlus Health Plans patients? **A:** Claims can be submitted to:

#### **Humana Dental Claims Office**

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

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