



Humana Florida GoldPlus Dental Network Serves CarePlus Health Plans Members



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 [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 **1-800-833-2223**, Monday-Friday, 8 am-8 pm, EST. [Click here](#) to view dental benefit documents by DEN# and county for CarePlus Health Plans.



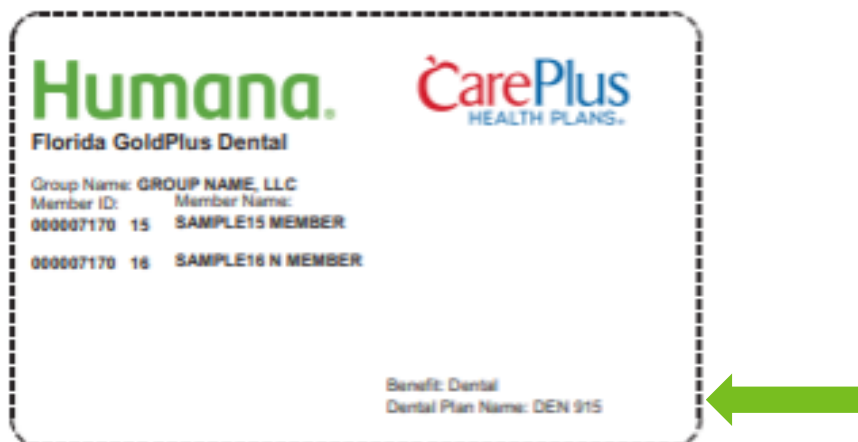
Frequently Asked Questions, Continued

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

A: Our Provider Customer Service line at **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