



## Humana Florida GoldPlus Dental Network Serves CarePlus Health Plans Members

[Click here](#) to View 2026 CarePlus DENxxx plans

[Click here](#) to View 2025 CarePlus DENxxx plans

**Announcement: CarePlus Medicare Advantage (MA) members will receive a single member ID card for 2026. This card will feature the medical plan name on the front and the dental benefit information on the back. A separate dental card will no longer be issued.**

**CarePlus MA supplemental dental benefits are provided through the Humana Florida GoldPlus® Dental Network.**

### Frequently asked questions

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

**A:** CarePlus Health Plans is a MA health maintenance organization (HMO) that offers all members medical coverage and a supplemental preferred provider organization (PPO) dental benefit. Most CarePlus plans require members to 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 CarePlus Health Plans members?

**A:** Yes, all dental providers currently contracted for Humana's MA and Florida GoldPlus networks are considered in network for CarePlus members.



## Frequently Asked Questions, Continued

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

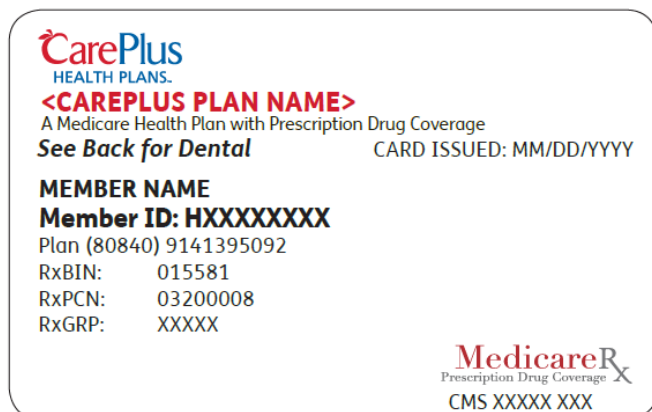
**A:** Benefits and eligibility can be verified through [www.availity.com](http://www.availity.com) by utilizing the member ID number located on the CarePlus member ID card or by calling the Humana Provider Customer Care line at **800-833-2223**, Monday – Friday, 8 a.m. to 8 p.m., Eastern time. New for 2026, providers can verify a member's dental plan at [CarePlusHealthPlans.com/pd](http://CarePlusHealthPlans.com/pd), which is also located on the back of the member's ID card. [Click here](#) to view dental benefit documents by DENXXX number and county for CarePlus Health Plans.

**Q:** How do I verify benefits if the patient does not present with their member ID?

**A:** Our Provider Customer Care 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:** How do I know which DENxxx plan the patient has with CarePlus?

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





## Frequently Asked Questions, Continued

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

**A:** Claims can be submitted to:

**Humana Dental Claims Office**

P.O. Box 14611

Lexington, KY 40512-4611

**Payer ID :** 73288

**Q:** How is the date of service defined for dental claim billing purposes?

**A:** For dental claim billing purposes, the date of service is defined as follows:

- The date the teeth are prepared for fixed bridges, crowns, inlays or onlays.
- The date the impression or digital scan is made for dentures or partials.
- The date the impression or digital scan of the abutment/implant is taken for implant crowns.
- The date the pulp chamber of a tooth is opened for root canal therapy.
- The date periodontal surgery is performed.
- The date the service is performed for services not listed above.