

HumanaDental Dental Health Maintenance Organization (DHMO)

<p>Enrollment/ Eligibility</p>	<p><i>How do I contact HumanaDental?</i> Go to www.HumanaDental.com/ers or call toll-free (877) 377-0987. TDD (telecommunications device for the deaf) users, please call (800) 325-2025 for TDD assistance.</p> <p><i>Where can I find the benefits booklet?</i> You can find the benefits booklet on the website at http://www.humanadental.com/ers/ers_dhmo.htm.</p> <p><i>How much will this dental plan cost for me and my family?</i> This information can be found on the ERS website: www.ers.state.tx.us.</p>
<p>Dentists and dental providers</p>	<p><i>Can I go to any dentist?</i> No. You must go to a primary care dentist (PCD) in the HumanaDental DHMO Network.</p> <p><i>How do I find a participating dentist?</i> Go to http://www.humanadental.com/ers/ers_dhmo.htm and click Find a DHMO dentist. You can also call HumanaDental.</p> <p><i>What if my dentist is not currently participating?</i> You can nominate a dentist for the network by calling HumanaDental or by using the Provider nomination page located on the HumanaDental website.</p> <p><i>When I pick a primary care dentist (PCD), do I pick the dentist office or one dentist in that office?</i> If the office has multiple dentists, you can see any contracted dentist in the office.</p> <p><i>If I have dependent coverage, will each member receive an ID card?</i> HumanaDental will issue two ID cards to each family. The DHMO card lists the subscriber and up to five dependents, as well as the primary care dentist (PCD) selected for each member. You can order additional cards by calling HumanaDental.</p> <p><i>Will the dentist name or the office name appear on my ID card as my primary care dentist (PCD)?</i> The ID card will show the office name if the office has multiple dentists. If the dentist is a single dentist office, then only the dentist's name will show on the ID card.</p> <p><i>Will HumanaDental automatically select a primary care dentist (PCD) if I enrolled in the DHMO plan but didn't pick a PCD?</i> No. You must select a PCD prior to seeing a dentist.</p>

If I change my primary care dentist (PCD) during the plan year, when will the change be effective?
 If you call HumanaDental to change your PCD by the 15th of the month, it will take effect the first of the following month. If you call HumanaDental after the 15th of the month, it will take effect the first of the subsequent month. For example: You call HumanaDental on 10/22/09 to change your PCD. The change will take effect on 12/1/09.

If I am enrolled in the DHMO and I make an appointment but don't select a primary care dentist (PCD), what happens?
 If you don't select a PCD before you receive services, your plan will not cover any of the charges.

A list of network dentists is available on our website, **HumanaDental.com/ers**. Use the Dentist Finder for the DHMO plan. When using the Dentist Finder, you will see a Search Criteria box. Choose "Dentistry" from this list to select your PCD.

Do I need a referral to see a specialist?
 No, you do not need a referral from your primary care dentist (PCD) prior to obtaining services from a specialty dentist.

What if I don't have a primary care dentist (PCD)? Can I still see a specialist?
 You do not need a specialist referral from your primary care dentist (PCD), but if you receive services without having a PCD with HumanaDental, you will have to pay all of the charges. In order to have services covered by your plan, you and your dependents must select a general practice dentist as your PCD in the HumanaDental DHMO Network.

Benefits

What do I do if I have other dental insurance and this plan?
 This process varies depending on your unique circumstances. For questions specific to your dental benefits, call HumanaDental.

How do I verify that HumanaDental will cover a procedure?
 Call HumanaDental.

I had two cleanings this year while covered under a GBP plan. Can I get another one with this new plan?
 The limitation is two cleanings per calendar year, January 1-December 31. For more information, call HumanaDental.

Are implants covered?
 Under very specific guidelines. For more information, call HumanaDental.

Can I use my TexFlex Flexible Spending Account-Health Care (FSA-Health) to pay for

dental services?

Yes.

What is the email address for members?

If you are not yet enrolled, you can send member inquiries to

GBPenrollmentquestions@humanadental.com. If you are enrolled and have an ID card, please log on to HumanaDental.com and send your inquiry via secured email.