



# CarePlus Dental network transition

## Frequently asked questions



**Q:** Will Humana in-network dental providers be 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 will now also be in the CarePlus Dental network.

**Q:** When is the CarePlus Dental network transition effective?

**A:** Sept. 1, 2023

**Q:** What will be the new network's name?

**A:** CarePlus Dental network

**Q:** Who owns the CarePlus Dental network?

**A:** Humana owns and operates CarePlus Health Plans and the CarePlus Dental network.

**Q:** How many members will the CarePlus Dental network serve?

**A:** We expect membership to be at least equal to Q1 2023 membership, which is 201,475.

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

**A:** All CarePlus Health Plans members have Medicare Advantage coverage.

**Q:** Where do CarePlus Health Plans members live?

**A:** Florida

**Q:** Will the CarePlus Dental network be white labeled for both providers and patients?

**A:** No, the experience will be white labeled for patients only. Providers will receive an Explanation of Remittance identifying Humana and the contract used to process the claim.