Frequently Asked Questions

When will members receive ID cards?

United Concordia mails the dental cards directly to the members. Members have access to their membership guide, as well as information and links for their benefits on the online member portal, **members.healthdepotassociation.com**.

Is there a waiting period before members can use their dental benefits?

There is no waiting period. Members will have access to all plan benefits on their effective date.

How do members know which dentist to see?

Members can see any dentist they choose, however, they will receive the full plan benefits by using an in-network provider. Reimbursement is based on a schedule of maximum allowable charges (MACs). Network dentists agree to accept United Concordia's allowances as payment in full for covered services, less applicable deductibles and coinsurance percentages. Non-network dentists may bill for any difference between United Concordia's allowance and their fee.

What is the dental network and how do members find participating providers?

The dental network included with the plan is the **Advantage Plus 2.0 network**. The Advantage Plus 2.0 network is one of the largest dental networks in the country with 330,500 access points and over 100,000 dentists. Members can locate participating providers at **www.ucci.com** or by calling United Concordia's Customer Service at: **(800) 332-0366**.

What is the Annual Maximum and Deductible for the dental plan?

The Annual Maximum is $1,500 per person per calendar year. The deductible is $50 per person per calendar year with a family maximum of $150.

How many dental cleanings does the plan cover per year?

The plan includes two dental cleanings per 12 month period. The 12 month period begins on the date of a member's first cleaning and it continues on a rolling 12 months.

Who can members contact for help?

Members can contact Customer Service at **(855) 351-7535** or **info@healthdepotassociation.com** and one of our friendly representatives will be glad to help them!