

DentaTrust Dental Plans

Frequently Asked Questions

The DentaTrust dental plans were designed by The Dental Care Plus Group as economical, low-cost dental plans to be offered on the Ohio state-based exchange. Accordingly, the DentaTrust plans utilize the DentaQuest dentist network in Ohio. Claims are processed and paid by DentaQuest, a third-party administrator for the DentaTrust dental plans.

Q. I signed up for the DentaTrust dental plan on Healthcare.gov. When will I receive a bill for my premium?

A. Thank you for enrolling in DentaTrust through Healthcare.gov. You should receive a bill for your premium within two weeks of the date you signed up. If you have any other questions about premium billing, please call DentaTrust Customer Support at My1HR, toll-free, at (888) 317-1054.

Q. What are my options for making a premium payment?

A. By Phone:

- Start by calling DentaTrust Customer Support at My1HR, toll-free, at (888) 317-1054.
- You can pay your monthly premium with a credit card (Visa, MasterCard or Discover) or through an eCheck transaction.
- At that point, you may consider setting up an automatic, recurring monthly transaction so that your premium payment will be paid on time every month.
- If you sign up for a recurring payment, you will receive an email each time your payment is made so that you have a receipt for the transaction.

By Mail:

- You also have the option of mailing a check for your premium payment. Checks can be sent to: DentaTrust, P.O. Box 1784, Akron, OH 44309.

As a reminder, premium payments are due on or before the first of the month.

Q. I signed up for the DentaTrust dental plan on Healthcare.gov and I paid my premium with a credit card, eCheck or manual check. I have not received my welcome letter and ID card. What's next?

A. If you have paid your premium, please contact DentaTrust Customer Support at My1HR, toll-free, at (888) 317-1054 to verify that they have received your enrollment information and dental premium payment. My1HR can provide you with your **subscriber ID number** and **member number(s)**. However, we recommend that you wait to schedule your dentist appointment until after you have received your ID card.

Q. How do I find out if my dentist is an in-network dentist?

A. Finding out if your dentist is a DentaTrust in-network dentist is fairly simple. Please visit www.dentatrust.com and use the "Find A Dentist" feature to locate a network dentist in your vicinity. Select "Ohio (OH)" and then select the "Ohio DentaTrust DentaSpan Network" from the list of networks. If your dentist is shown in "Find A Dentist," then your services are in-network services. If you choose to see an out-of-network dentist, the DentaTrust out-of-network benefits apply and you may be subject to balance billing. If you do not have internet access or have further questions about access to dentists, please call DentaTrust Customer Support at My1HR, toll-free, at (888) 317-1054.

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Q. What do I tell the dentist whom I see for services?

- A.** When you go to the dentist, you can start by showing your ID card. (We recommend that you wait to schedule any appointments until after you have received your ID card.) If you do not have an ID card, let the dentist know that you are a member of DentaTrust dental plan. Please provide your policy number and subscriber number to the dental office. If the dentist belongs to the DentaTrust network, your claim is an in-network claim. You can use the “Find A Dentist” feature on www.dentatrust.com to verify the in-network status of your dentist (see “How do I find out if my dentist is an in-network dentist?” description on the previous page).

Your dentist should submit your claims to:

DentaQuest, 12121 N. Corporate Pkwy, Mequon, WI 53092, Payer ID CX014

Q. What if I need to request a new ID card or policy booklet?

- A.** If you have questions about the status of your ID cards and/or policy booklet, please call DentaTrust Member Services via DentaQuest, toll-free, at (855) 343-4263.

First, you will be asked to enter your **subscriber ID number**. Next, you will be asked to enter your date of birth. The format for the date of birth is MMDDYYYY (For example 07031976).

You also have the opportunity to speak with a live customer service representative once you have entered your subscriber ID number and date of birth.

Q. What if I don't have my subscriber ID number?

- A.** Please call My1HR, toll-free, at (888) 317-1054 to request your **subscriber ID number**.

Q. What if I have a question about which dental benefits are covered?

- A.** If you have a question about what dental benefits are covered, you can go to www.dentatrust.com and under “Insurance Plans”, click on “Plan Information.” Then you can select the dental plan about which you would like more information from the list and click on “view” on the right-hand side. You can then click on “view” to review the “Schedule of Benefits” information for the dental plan selected.

If you have additional questions about a specific dental service or claim, please call DentaTrust Member Services via DentaQuest, toll-free, at (855) 343-4263.

Q. What if I need to make a change to my demographic information, such as an address change, or what if I need to add or remove a dependent from my policy?

- A.** If you enrolled in the DentaTrust dental plan on the Ohio state-based exchange, visit www.healthcare.gov to make a demographic change or a dependent change.

If you enrolled in the DentaTrust dental plan outside of the Ohio state-based exchange, you can contact DentaTrust Customer Support at My1HR, toll-free, at (888) 317-1054 and they can make the change for you.

Contact Information

- Questions related to **enrollment, billing or payment** should be directed to **My1HR** at (888) 317-1054.
- Questions related to **member services (claims)** should be directed to **DentaQuest** at (855) 343-4263.