

Frequently Asked Questions

When will I receive my ID cards?

United Concordia will mail your dental ID cards to you. Your Health Depot Association ID card (including vision & Rx) will be mailed to you within 7-10 business days of your enrollment. On Health Depot's online member portal, you also have access to your association ID card and membership guide, as well as information and links for your benefits.

Is there a waiting period before I can use my dental or vision benefits?

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

How will I know which dentist to see?

You can see any dentist you choose, however, you 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 our allowance and their fee.

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

The dental network included with your 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. You 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 my 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 & eye exams does the plan cover per year?

The plan includes two dental cleanings per 12 month period and one eye exam. The 12 month period begins on the date of your first cleaning or eye exam and it continues on a rolling 12 months. The vision discounts can be used at any time.

What is the vision network and how do I find participating providers?

You can select a participating vision care provider at www.ECNdiscount.com or by calling MESVision's Customer Care Center at **(800) 877-6372**. When you make an appointment with the participating provider of your choice, inform them that you are a MESVision member and they will call to verify your eligible plan benefits.

Who do I contact if I have additional questions about my membership plan benefits?

Please contact Health Depot's Customer Service at **(855) 351-7535** and one of our friendly representatives will be glad to help you!