

## Frequently Asked Questions

### **When will members receive their ID cards?**

Their Health Depot ID card will be mailed to them within 7-10 business days of their enrollment. On Health Depot's online member portal, members also have access to their ID card and membership guide, as well as information and links for their benefits.

### **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 will members know which dentist to see?**

Members can see any dentist they choose, however, when services are provided by an in-network provider, out-of-pocket costs will generally be less than if performed by an out-of-network provider. Services performed out-of-network will be paid based on the fee schedule given for each procedure.

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

In-network benefits are administered by providers who participate in the nationwide Argus Choice PPO network. This network encompasses dentists in any of the following networks: DenteMax, Maverest, Connection Dental, Premier, TDA and Healthmart. The Argus Choice PPO network has more than 275,000 access points across the United States. Members can visit <https://argusdental.com/find-a-provider> and select Argus Choice PPO to locate a provider near them.

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

There is no annual maximum or deductibles. The plan pays the scheduled amount for each procedure.

### **How many dental cleanings does the plan cover per year?**

The plan includes two dental cleanings per calendar year.

### **Who do members contact if they have additional questions about their membership plan benefits?**

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