



TEAMSTERS LOCAL 237 RETIREES' BENEFIT FUND

216 WEST 14th STREET NEW YORK, N.Y. 10011
212-924-7220
www.local237.org



January 2024

RE: IMPORTANT NOTICE REGARDING YOUR DENTAL PLAN, EFFECTIVE JANUARY 1, 2024 – PLEASE READ

Dear Member,

As of January 1, 2024, your dental plan administrator transitioned from **Healthplex, Inc.** to **UnitedHealthcare Service LLC**. This change is a result of UnitedHealth Group's acquisition of Healthplex, Inc.

**WE WANT TO ASSURE YOU THAT THIS IS AN ADMINISTRATIVE CHANGE ONLY--
YOUR DENTAL BENEFITS AND CHOICE OF PRIMARY CARE DENTISTS (PCD) AND
SPECIALISTS WILL REMAIN THE SAME.**

In mid-January 2024, you will receive a **welcome letter and new ID card** from UnitedHealthcare that will include a new toll-free customer service number and a new website to access dental plan information. In addition, you will receive a unique Member ID number that will allow you to register on myuhc.com or on the UnitedHealthcare mobile app. Both the website and mobile app will provide real-time information related to your dental plan, such as annual maximums, benefits used for the year, provider search and so much more.

These administrative changes were not expected to have caused any disruption to you. We regret any inconveniences this may have caused. To help guide you through the transition, we have enclosed a page of frequently asked questions. If you have any questions, please don't hesitate to contact UnitedHealthcare's Customer Service line at 1-877-816-3596.

Sincerely,

Gregory Floyd,
President

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THE INFORMATION BELOW, PROVIDED IN A QUESTION-AND-ANSWER FORMAT, WILL HELP GUIDE YOU THROUGH THE OPERATIONAL CHANGES FOR YOUR DENTAL PLAN.

1. What is changing regarding my dental plan?

There is no change to your network or dental coverage itself. The change is in name only.

2. Is there a change in your insurance information from your last visit?

Yes. Simply provide your new ID card once received in the mail and state that you are now a member of United Healthcare.

3. Why is this change occurring?

Healthplex was acquired by UnitedHealthcare at the end of 2020. Healthplex has retired their claims processing systems and is fully integrating into the UnitedHealthcaresystems as of January 1, 2024.

4. Will my benefits remain the same?

Yes. There are no changes to the benefits in place today.

5. Will this impact the participating dentist I currently visit?

There are no network changes for this plan. You may continue to receive treatment from the same dentist you always have.

6. Will I receive a new ID card?

Yes, a new ID card will be sent around January 15, 2024. **THIS MAILING WILL BE DELIVERED IN A PLAIN WHITE NONDESCRIPT ENVELOPE, (SIMILAR TO HOW CREDIT CARDS ARE MAILED).** Enclosed will be a set of two cards containing the Fund members' name, the policy number and your own unique identification number.

7. Will my Policy number change?

Yes. The new policy will be reflected on your new ID card.

8. Who do I call if I have questions for services rendered prior to January 1, 2024?

For any questions for matters related to 2023 or prior, please call 1-800-468-0600. If you need to submit a claim with a 2023 date of service, please send to PO Box 211672 Eagan, Mn 55121

9. Should I call if I have questions for services rendered after January 1, 2024?

877-816-3596 is the Customer Service phone number.

10. Is there a new claims address to submit claims?

Yes, the new claims address is PO Box 30567 Salt Lake City, Utah 84130. This is for all claims with January 1, 2024, dates of service and thereafter.

11. Is there a website I can log-on to and create an account?

Yes. Please visit myuhc.com and register yourself to set up your account once you receive your ID card.

12. Is there a mobile app that offers the same experiences as the website?

Yes. UnitedHealthcare has a mobile app that enables you to generate an ID card, view benefits, view claims, calculate cost estimates prior to receiving care and more!