

Dental Care Plus Non-Network Claims

Dental Care Plus experienced changes in the provider network in recent months. Dental plan participants may have received care from dental providers that were Dental Care Plus network providers but have chosen to leave the network. The Dental Care Plus DHMO plan does not offer non-network benefits. Due to no non-network benefits, you may have received an invoice for services received from your dental provider.

Dental Care Plus does not pay non-network dental providers for services you received, and these providers are not required to accept negotiated fees for their services. If you or your dependents received care from a non-network provider, the dental office likely sent an invoice for the full retail value of their services.

Dental plan participants with a long-term patient/provider relationship may not have realized their dental provider left the Dental Care Plus network. If you sought services from a dental provider that was previously a part of the Dental Care Plus network and you received an invoice requesting payment in full, our benefits consulting team at HORAN is offering to contact your dental provider to attempt to negotiate fees on your behalf.

If you received an invoice from your dental provider, you may contact the HORAN Engagement Team. They will contact the dental provider and attempt to reduce the billed charges. Your dental provider may require consent from you to discuss your outstanding claims and balance due. The HORAN Engagement Team may contact you to request that you provide written or oral consent. At a minimum, the HORAN Engagement Team will require your dental provider's contact information and your account number. You may contact the HORAN Engagement Team via phone at 844-694-6726 or via email at Engagement@horanassoc.com. Requests for assistance should be submitted by April 15, 2022. HORAN cannot guarantee that dental providers will negotiate their fees.

Cincinnati State will offer dental benefits through Superior Dental Care effective April 1, 2022. The Superior Dental Care plan offers benefits when services are received at network and non-network providers. The HORAN Engagement Team will not attempt to negotiate fees for services received on or after April 1, 2022.

