

# SUFFOLK COUNTY MUNICIPAL EMPLOYEES BENEFIT FUND

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**DUE TO SYSTEM GLITCH TRANSITION WAS DELAYED HOWEVER YOUR COVERAGE WAS AND IS STILL INTACT AS OF 01/01/2024!**

Effective January 1, 2024, your Healthplex Dental plan administrator changed to a new operating system for Active employees and retirees on a special premium pay plan (SPERP & COBRA). 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** and **INTACT!**

We have been advised by Healthplex that due to the holiday season and system glitches the new informational package was delayed, and our members will be receiving a welcome letter with their new member number and identification cards in the mail shortly. Again, these are administrative changes only and should not result in any disruption to you. If you have any questions, please don't hesitate to contact UnitedHealthcare Customer Service at 1-800-445-9090.

Your policy group # is 1735483. If you need to visit a dentist before you receive your new card, you may call Customer Service to get your member ID. Make sure they know that you tell them that you are a dental plan member. Your dental provider can use your Name and Date of Birth to verify eligibility.

***Provider Info: The Healthplex portal for the member will show terminated as of 12/31/2023 and the United Healthcare portal will show active. The Payor ID # is 52133 and the claim is to be submitted to United Health care Dental Claims, PO Box 30567, Salt Lake City, UT 84130-0567***

**Thank you for your patience as we transition to this new administrator for our dental plan.**