

AFGE Dental Change FAQ

Effective 04/01/2025

Q: What is changing?

A: AFGE NY Groups will be moving to a new dental carrier Effective 04/01/2025. The new carrier is UHC and the plan name is “ENDP” (Exclusive Network Dental Plan) SNY08.

Q: Will this dental change affect me?

A: If you are currently enrolled in the dental policy with Healthplex this change will affect you.

Q: Will I now be paying more out of my paycheck due to this change?

A: Yes, if you have had payroll deductions for dental coverage in the past the amount being deducted will be increased effective April 1, 2025 by .30 cents. You are currently paying 29.50 per month but this will increase to 29.80 effective April 1, 2025.

Q: What about other dental carriers?

A: The district did look into different dental insurance carriers but none were able to match the benefits offered by Healthplex at the same price or lower. In addition, many employees and their dependents are currently assigned to an in network dental provider. By moving to the UHC ENDP plan with UHC, you will NO longer have to be assigned to one specific provider. You may see any provider within the “National Exclusive Network Dental Plan” without having to be assigned.

IMPORTANT Message: The new policy “ENDP” Plan has a completely new network of providers. You must check the provider listing to make sure your provider participates with this new plan at www.myuhc.com or contact Customer service at 1- 877-591-1789. This plan does not have out of network benefits. For your convenience, please download the Myuhc phone application. See instructions attached.

Q: What do I need to do to continue coverage?

A: Nothing, you and any dependents currently enrolled in the Healthplex policy will continue to be covered under the New UHC ENDP policy. You only need to complete your registration on the member portal www.myuhc.com where you will have access to provider listings, benefits, and claims statuses. To make any changes like adding or removing dependents please contact your union representative.

Q: What plan am I being moved into?

A:

If you are currently enrolled in you will now be enrolled in
Healthplex AFGE-NY Plan	UnitedHealthcare- Exclusive Network Dental Plan also known as ENDP Plan (SNY08).

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Q: How will my annual maximum be affected by this change?

A: You do not have an annual Maximum and will not have an annual maximum with the new ENDP Plan. Please see schedule of copays included in this packet.

Q: What do I need to tell my dentist?

A: You will be receiving a new dental ID card in the mail shortly before or after April 1, 2025 that you can give to your provider.

Q: What if I have a dental appointment scheduled for after 04/01/2025?

A: You will have to inform the provider that your plan has changed, check to make sure your provider participates with the ENDP Plan at www.myuhc.com . You can provide the Dental Office with your new id card, or access your virtual ID card on www.myuhc.com You can contact customer service at 1- 877-591-1789 for your Id and group number.

Q: If I currently have work in progress, how will it be handled? (Ex. I have a temporary crown on my tooth right now and am scheduled to get a permanent crown after 04/1/25)

A: Because we are changing carriers **YOU MUST make sure the provider is participating with the ENDP Plan to avoid incurring any out of network charges other than any copays that may apply to your plan.**

Q: Will I get a new dental ID card?

A: Yes, an ID card will be delivered to your address sometime around the 04/01/2025 effective date.

Q: How do I know if my dentist is in the ENDP Plan (SNY08)?

A: You can check the participating provider list by registering and going to www.myuhc.com

- Click Register now; you'll need your ID card or may contact customer service at 1- 877-591-1789 to obtain your ID card or inquire if your provider participates with the "ENDP" (Exclusive Network Dental Plan).
- FOLLOW THE STEP- BY- STEP INSTRUCTIONS
- Flyer on how to register and access provider listings is included in this packet

It's that easy. And getting on-the-go access is easy, too, with the UnitedHealthcare app. Download it today to access your ID Card, find nearby care and more.

Q: To what age is my dependent covered?

A: All dependents are covered up to age 26 regardless of student status.

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Q: I am having problems getting answers regarding what plan I am enrolled in, my payroll deductions, adding a spouse or a dependent, changing my address.

A: If you are having any of the above problems and do not know where to get an answer, please contact your union for guidance as these are issues that only your union representative can assist with.

Q: I am enrolled in the ENDP (Exclusive Network Dental Plan) but do not know what my benefits are

A: Contact Customer Service at [1- 877-591-1789](tel:1-877-591-1789)

Q: I am a potential member and would like to know what plans are available to me and what the benefits are.

A: Please contact your Local representative for assistance.

Q: What should I tell the dental office when they ask what plan I have?

A: You should advise that you have the Exclusive Network Dental Plan also known as the “ENDP Plan” SNY08 through UnitedHealthcare that uses the Solstice Network of providers.

Please note that you will not be able to access any of your information on the new plan until the effective date 04/01/2025 as it will not be available until 04/01/2025.