

# HEALTHPLEX INSURANCE COMPANY

## NEW YORK STATE OF HEALTH EXCHANGE DENTAL PLAN PAYMENT INFORMATION

### WHAT TO EXPECT AFTER YOU ENROLL

Once you have enrolled in a Healthplex dental plan through the NY State of Health Marketplace and we receive confirmation from the State, you will receive a letter with information on payment options.

Please note that government regulations do not allow us to complete your enrollment until we receive initial payment from you. Failure to pay your premium when due will result in the cancellation of your enrollment application with us. You will then be required to go back to the NY State of Health website ([www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov)) and re-enroll from the beginning. All insurers are required to void any enrollment transaction if initial payment is not received within **ten (10) days** of your effective date.

### WHAT TO EXPECT AFTER WE RECEIVE PAYMENT

Once we receive your initial premium payment, your ID cards and welcome letter will be sent to you within ten (10) business days.

- To pay online by credit or debit card visit:  
[www.healthplex.com/member/activate](http://www.healthplex.com/member/activate)
- To pay by check or money order, send payment to:  
Healthplex Insurance Company  
PO Box 10174  
Uniondale, NY 11555
- To pay by phone, please call 800-468-0608 ext 1032  
Please reference your **Member ID#** for all payments.

**Contact us Monday through Friday, 8 a.m. to 6 p.m.**

**For prospective members, call 888-468-1984. Enrolled members, call us at 888-468-5175 and have your the Member's ID number or ID card available. For TTY/TDD, call 800-662-1220.**

#### CONTACT INFO

Prospective Members

1 888 468 1984

Enrolled Members

1 888 468 5175

NY State of Health Exchange

1 855 355 5777

[www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov)

## NOTICE OF NON-DISCRIMINATION

Healthplex, Inc. complies with Federal civil rights laws. Healthplex does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Healthplex provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call Healthplex at 1-800-468-9868. For TTY/TDD services, call 1-800-662-1220.

If you believe that Healthplex has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Healthplex by:

- Attn: Director of Quality Management and Compliance
- Mail: 333 Earle Ovington Blvd., Suite 300, Uniondale, NY 11553-3608
- Phone: 1-855-784-8891 (for TTY/TDD services, call 1-800-662-1220)
- Fax: 1-516-542-2227
- In person: 333 Earle Ovington Blvd., Suite 300, Uniondale, NY 11553-3608
- Email: QM@healthplex.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

- Web: Office for Civil Rights Complaint Portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services  
200 Independence Avenue SW., Room 509F, HHH Building  
Washington, DC 20201  
Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>
- Phone: 1-800-368-1019 (TTY/TDD 1-800-537-7697)

## LANGUAGE ASSISTANCE

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| ATTENTION: If you speak English, language assistance services, free of charge, are available to you.<br>Call 1-800-468-9868 (TTY: 1-800-662-1220).                             | English          |
| ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.<br>Llame al 1-800-468-9868 (TTY: 1-800-662-1220).                            | Spanish          |
| 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。<br>請致電 1-800-468-9868 (TTY: 1-800-662-1220)。   | Chinese          |
| ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم<br>(رقم هاتف الصم والبكم: 1-800-662-1220) 1-800-468-9868                             | Arabic           |
| 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다<br>1-800-468-9868 (TTY: 1-800-662-1220) 번으로 전화해 주십시오.  | Korean           |
| ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги<br>перевода. Звоните 1-800-468-9868 (телетайп: 1-800-662-1220).                                 | Russian          |
| ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.<br>Chiamare il numero 1-800-468-9868 (TTY: 1-800-662-1220). | Italian          |
| ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.<br>Appelez le 1-800-468-9868 (ATS : 1-800-662-1220).                    | French           |
| ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.<br>Rele 1-800-468-9868 (TTY: 1-800-662-1220).   | French<br>Creole |
| אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פון אפצאל. רופט<br>1-800-468-9868 (TTY: 1-800-662-1220).  | Yiddish          |
| UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.<br>Zadzwoń pod numer 1-800-468-9868 (TTY: 1-800-662-1220).                                    | Polish           |
| PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang<br>walang bayad. Tumawag sa 1-800-468-9868 (TTY: 1-800-662-1220).          | Tagalog          |
| লক্ষ্য করুন: যদি আপনি বাংলা, কথ্য বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা<br>উপলব্ধ আছে। ফোন করুন ১-৮০০-৪৬৮-৯৮৬৮ (TTY: ১-৮০০-৬৬২-১২২০)।                               | Bengali          |
| KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë.<br>Telefononi në 1-800-468-9868 (TTY: 1-800-662-1220).                        | Albanian         |
| CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số<br>1-800-468-9868 (TTY: 1-800-662-1220).   | Vietnamese       |
| સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન<br>કરો 1-800-468-9868 (TTY: 1-800-662-1220).   | Gujarati         |
| ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι<br>οποίες παρέχονται δωρεάν. Καλέστε 1-800-468-9868 (TTY: 1-800-662-1220).         | Greek            |
| خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔<br>کال کریں 1-800-468-9868 (TTY: 1-800-662-1220)۔   | Urdu             |
| ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis.<br>Ligue para 1-800-468-9868 (TTY: 1-800-662-1220).  | Portuguese       |
| เตือน: ถ้าพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-468-9868<br>(TTY: 1-800-662-1220).  | Thai             |
| ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-468-9868<br>(TTY: 1-800-662-1220) पर कॉल करें।                                    | Hindi            |
| ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen<br>zur Verfügung. Rufnummer: 1-800-468-9868 (TTY: 1-800-662-1220).                | German           |