

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) 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
- 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