

**Issue:** No Pediatric Dental Plans for 2015 or 2016 new applications display in dental shopping pages when there is at least one person in the household who is 19 years or older. Enrollments for pediatric only plans must be completed by **Health Connector Customer Service**. If everyone applying in the household is under the age of 19, then the pediatric plans will display. The system will display a pop up message advising applicants that enrolling in pediatric plans only must be done by calling customer service [See Example below]

**Who is Affected:** New shoppers and existing members who have a least one person in the household that is 19 years old or older.

**Example: Member/Applicant clicks on 'Find a new plan for 2016 button'**

Shopping page will not display pediatric dental plans. A pop up message will appear instructing users to call customer service.

#### **Pediatric Dental Coverage**

Please note that child-only dental plans are only available for purchase by phone at this time. If you are shopping for an adult or family plan, please continue to shop online. If you need to buy a dental plan for anyone in your family under 19 years old, you will need to call Health Connector Customer Service at 1-877-MA-ENROLL (1-877-623-6765), or TTY 1-877-623-7773 for people who are deaf, hard of hearing, or speech disabled.

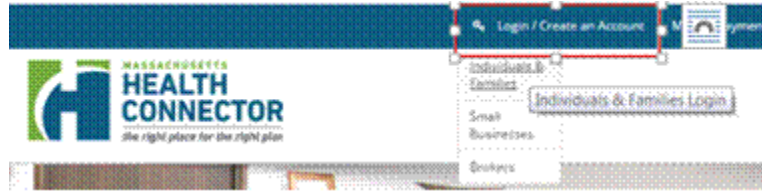
You can find Summaries of Benefits and Coverage for dental plans at <https://www.mahealthconnector.org/dental-plan-summaries>

If you are helping a consumer shopping for an adult or family plan, please continue to shop online.  
<https://www.mahealthconnector.org/>

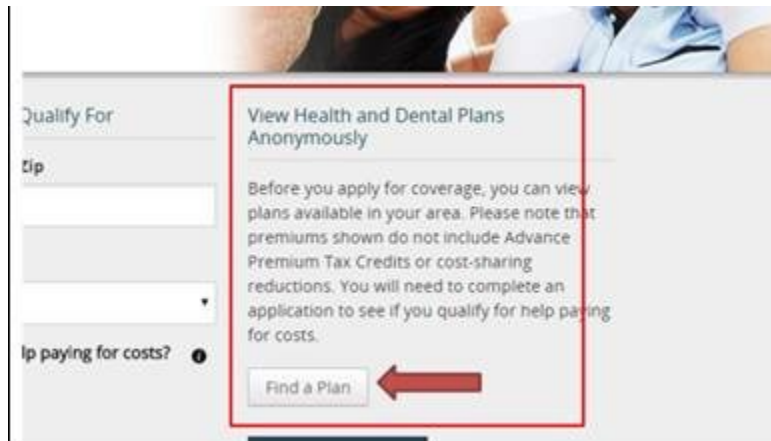
However, if you need to buy a dental plan **only for family member under 19 years old**, you will need to call Health Connector Customer Service at 1-877-MA-ENROLL (1-877-623-6765), or TTY 1-877-623-7773 to enroll.

#### **How to preview available child-only dental plans**

- Step One: Go to "Login/Create Account"



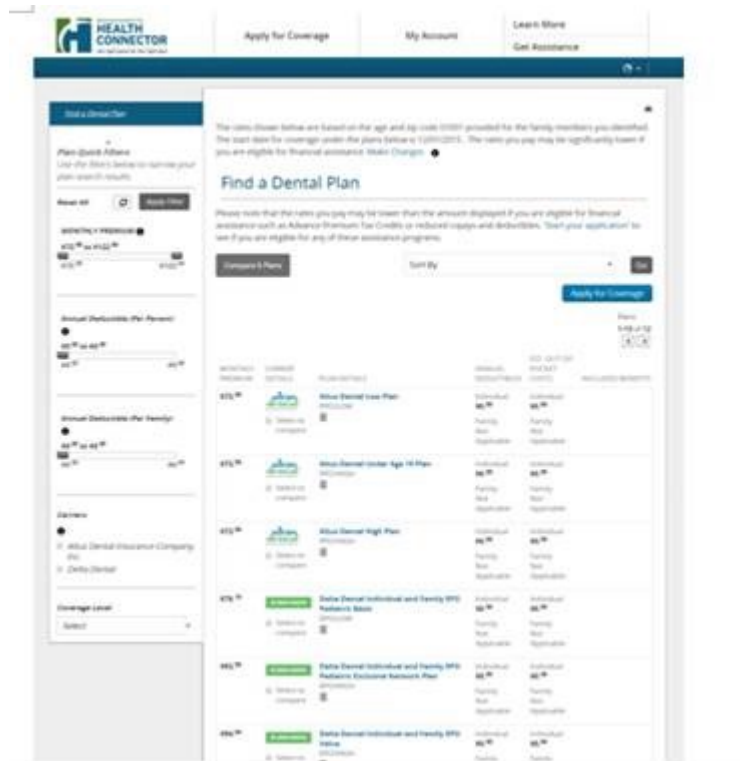
- Step Two: Find the “View Health and Dental Plans Anonymously” section and click the button to “Find a Plan”



- Step Three: Enter in some basic information. For the “Primary” applicant, include only the date of birth for the child you would like to purchase dental coverage for. If you have more than one child under 19, you can add additional children by adding more family members. Then, click “Browse Plans”



- Step Four: Browse dental coverage options. You will see both pediatric dental plans along with family plans. If you are looking for child-only plans, the plan names will include “Pediatric” or “Under Age 19” in the plan name.



## Renewing your dental coverage?

If you are already enrolled in dental coverage through the Health Connector, you will get a letter in the mail 45 days before your coverage ends. The letter will provide you with information about renewing or changing your plan.

### *Aging out*

If you or family members under 19 years old are enrolled in a child-only plan and have family member who celebrates their 19<sup>th</sup> birthday during the plan year, they will be automatically enrolled in a family Low plan with the same carrier.

## Date and Deadlines grid

Did you know you can apply for dental coverage at any time of the year? See the dates and deadlines below and get started today!

Coverage Start Date	Enrollment Deadline
December 1, 2015	November 23, 2015
January 1, 2016	December 23, 2015
February 1, 2016	January 23, 2016
Etc.	Etc.