

Frequently Asked Questions (IL, NM, OK, TX)

BlueCare Dental Classic and Vision Plans Not Renewed; Coverage Plus Central to Sunset Dec. 31

What is happening?

The Coverage Plus Central Portal, supported by Trionfo, will sunset on Dec. 31, 2025. BlueCare Dental Classic and Vision plans are not renewed for 2026.

1. BlueCare Dental Classic Standard
2. BlueCare Dental Classic Premier
3. BlueCare Dental Classic Basic
4. BlueCare Vision Basic
5. BlueCare Vision Premier
6. BlueCare Vision Standard

What does this mean for affected members?

If a member is currently enrolled in an Individual BlueCare Dental Classic and/or Vision Plan through the Coverage Plus Central Portal, supported by Trionfo, and does not have a MBI, they must enroll in a new dental plan and/or vision plan to have dental and/or vision coverage in 2026.

Why BlueCare Dental Classic and BlueCare Vision Plans ending?

We have identified areas to adjust and evolve our products, ensuring alignment with the growing and diverse needs of the Individual over and under 65 population.

What options are available for members dental coverage in 2026?

Dental Plans

Individual BlueCare Dental Classic PremierSM and BlueCare Dental Classic StandardSM plan members with a Medicare Beneficiary Identifier (MBI) do not need to take action. We will automatically migrate their coverage to an equivalent plan, Blue Dental Plus, to take the place of their current coverage. If the member does not notify us of termination of coverage 30 days in advance, they will be automatically enrolled in the new Blue Dental Plus coverage, effective 1/1/2026.

Dental members without a MBI and BlueCare Dental Classic BasicSM plan member coverage will be discontinued and will be non-renewed as of Dec. 31, 2025. The member will be directed to their broker. Dental members under 65 can also visit our Dental Individual & Family Markets (IFM) plans on the federal exchange at: <https://getcovered.illinois.gov/> for options that are available for them to enroll in for 2026.

Vision Plans

Individual BlueCare Vision Plan member coverage will end on Dec. 31, 2025. The member will be directed to their agent or to our partners at <https://www.eyemed.com/en-us/member/individual> for Vision plan options available for purchase for 2026 coverage.

What happens next?

Letters will be distributed to affected members around Oct. 1, 2025. Members may contact Coverage Plus Central Customer Service Number at 877-329-5171 through the end of the year. They are open 8:00 a.m. – 5:00 p.m., CT, Monday through Friday.

BlueCare Dental Classic PremierSM and BlueCare Dental Classic StandardSM plan members with a MBI will receive 2026 plan information prior to their new Dental coverage, effective Jan. 1, 2026, which will include renewal premium, a new benefit booklet, ID card and updated billing address.

How can members get support?

For questions about new premium or the eligibility and discount options available, members will be directed to contact their sales agent or our Blue Dental Plus Insurance Plan Specialist at 1-833-443-0878 (TTY: 711) Open 8 a.m. — 8 p.m., local time, 7 days a week.