

DentaBenefits

Customer Service - Members

Member Customer Service: 1-866-454-3190

Hours of operation: 8:00 a.m. and 8:00 p.m. (EST)

- Claim inquiries
- Eligibility verifications
- ID card requests

Interactive Voice Response (IVR) System

Available 24 hours a day, 7 days a week.

All calls to Customer Service are initially received by United Concordia's IVR system.

- The IVR system enables you and your plan members (and their dentists) to request eligibility information, claims status information, orthodontic information, procedure history, and maximum/deductible accumulations.
- Callers can choose to listen to the information on the telephone or request that the information is sent by fax or mail.
- You and your plan members can also request new identification cards, blank claim forms and a listing of participating providers.
- At any time during the call, simply press "0" during normal business hours to be connected to a customer service representative.

Online Access through www.dentabenefits.com

Available 24 hours a day, 7 days a week.

- Plan members can access eligibility data, benefit information, claim status updates with payment detail, maximum and deductible accumulations, and procedure history.
- Plan members can also print ID cards, search for a network dentist and e-mail a specific question to customer service.
- Plan administrators can access a variety of claims and customer service information and tools by also using this website.

Claim Filing

By utilizing an in-network provider, claims will be automatically filed for you and your members. If an out-of-network provider is chosen, you or your members may need to file the claim. In the event the out-of-network provider does not file claims, a claim form can be accessed through www.dentabenefits.com under the "Members" tab located at the top of the page.

All claims must be submitted to the address listed on the back of the member's ID card. This address can also be found in the **List of Contacts** section of this manual.

NOTE: The contact numbers for Plan Administrator inquiries regarding enrollment, billing, premium will also be found in the **List of Contacts** section of this manual.