

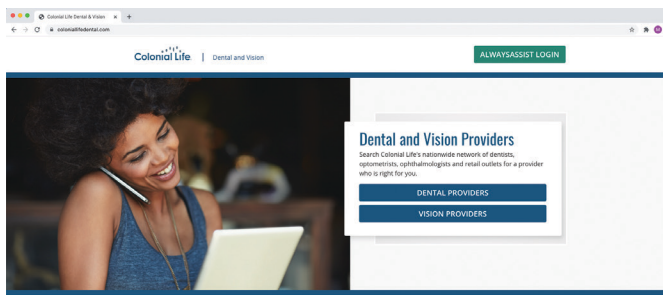


# Dental PPO Member Guide

Dental insurance coverage provides valuable protection for both your smile and your wallet. Below is information to help use the plan.

## USING THE DENTAL & VISION NETWORKS

- The name of the dental network is DenteMax Plus / AlwaysCare.<sup>1</sup> The name of the vision network, if applicable to your coverage, is First Look.
- Find a network provider by visiting [ColonialLifeDental.com](http://ColonialLifeDental.com).



## DOWNLOAD THE ALWAYSASSIST MOBILE APP

AlwaysAssist makes it simple to access your dental and vision benefits information. You can:

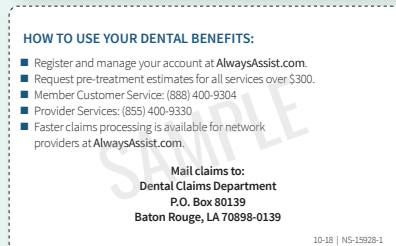
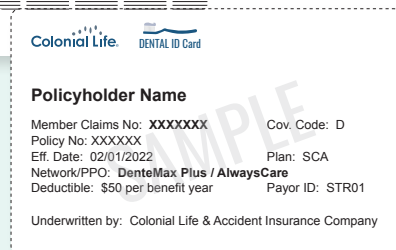
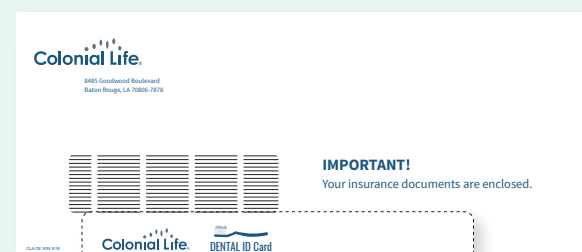
- View benefits, claim status, ID cards and more.
- Find the app in the App Store or Google Play, or visit the website, [ColonialLifeDental.com](http://ColonialLifeDental.com).
- Register using your Social Security number or member ID which can be found on your ID card.

Scan this code or go directly to [ColonialLifeDental.com](http://ColonialLifeDental.com) to access AlwaysAssist.



## ID CARDS

- ID cards are mailed to your home address within 10 business days of enrolling.
- Only the main insured's name will be listed.
- Included with your ID card is a list of the eight nearest network providers, based on your home address.
- Vision coverage, if purchased, includes a separate ID card.
- Below are samples of ID cards and the mailing envelope they are sent in.





## CUSTOMER SERVICE

Our dental customer service team is available to answer your questions.

**Monday–Friday**

8 a.m.– 8 p.m. ET

**Saturdays**

10 a.m.–4 p.m. ET

Their phone number is  
**888-400-9304.**

**Need assistance not related to dental?  
Visit [ColonialLife.com](https://ColonialLife.com) 24/7  
or call customer service at  
800-325-4368.**

## CLAIMS

- **Pre-treatment Estimates:** We recommend that your provider submits this when treatment is expected to exceed \$300. A claims examiner will review the treatment plan in advance and advise how the plan will pay so you know what your cost will be.
- **Claim Forms:** Most providers will file claims on your behalf, but if you do need to submit your own claim, you can find the forms you need on [ColonialLifeDental.com](https://ColonialLifeDental.com).

The screenshot shows the Colonial Life Dental website interface. At the top, there is a navigation bar with the Colonial Life logo and 'Dental and Vision' text, along with an 'ALWAYSASSIST LOGIN' button. Below the navigation bar is a 'Quick Links' menu with options: Home, Dental Provider Search, Vision Provider Search, Health Center, Forms (highlighted), and FAQs. The main content area is titled 'Claim Forms' and contains the following text: 'Most providers will submit claims on your behalf, but if you need to submit your own claim, find out more information and download the forms below. Please consult with your provider to verify if you need to submit a claim.' Below this, it states: 'Explanations of benefits (EOB) are available once the claim has been processed. The explanation of benefits will provide, by procedure, the amount that was paid to the provider (if applicable) as well as any remaining balance that is the patient's responsibility.' The section 'Dental PPO Claim form' follows, with instructions: 'If you need to submit a claim, download the form and choose one of these options:' followed by a list: 'Return the completed form via email to [DentalClaims@ColonialLife.com](mailto:DentalClaims@ColonialLife.com), or Return the completed form via fax to 855-400-9307, or Return the completed form via mail to: Claims Department, P.O. Box 80139, Baton Rouge, LA 70898-0193'. A 'DOWNLOAD FORM' button is located at the bottom of this section.

1. In Louisiana and Mississippi, the name of the dental network is DenteMax /AlwaysCare.

No benefits will be paid for replacement of teeth missing prior to the effective date of coverage.

Underwritten by Colonial Life & Accident Insurance Company, Columbia, SC.

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