

Quick Answers to key questions about your dental plan as of 10/01/2011:

What has changed?

Your coverage has not changed. The provider network, group number, and the address to send your claims to has changed. The new network is called United Concordia Advantage Plus Network.

Can employees get information online?

Yes, the new website for Dental benefits is www.sunlifedentalbenefits.com. This is where employees can find a network dentist, get claim forms, browse through educational materials, and nominate a dentist to join the United Concordia network.

What phone number should employees call when they have questions about their Dental coverage?

The new customer service phone number for the Dental plan is 888-222-3660. This number will be listed on the new ID card.

How do employees find a network provider?

They can go to www.sunlifedentalbenefits.com and click on Find a Dentist.

What if the dentist an employee wants is not in the network?

Employees can nominate dentists for membership in the network at www.sunlifedentalbenefits.com. If they choose to stay with a non-network dentist, the services will still be covered, but the employee could pay higher out-of-pocket expenses.

Will the change affect any dental services that are in progress, such as orthodontic services, dentures, root canals, bridges, etc.?

No. Employees and their providers will not experience any changes or delays in their reimbursements for services during this period.

How will a pre-determination of benefits made prior to October 1st, 2011 be processed?

A pre-determination of benefits will be honored for up to one year from October 1st, 2011. However, the covered amount may vary, because benefits will be paid at network levels for services received from network dentists, and at out-of-network levels for services received from out-of-network dentists.

Where do I send my claims?

For services on or after October 1st, 2011	For services provided prior to October 1st, 2011
Dental Claims P.O. Box 69421 Harrisburg, PA 17106-9421	Sun Life & Health Ins. Co. Group Dental Benefits P.O. Box 81633 Wellesley Hills, MA 02481

Any claims mailed to the old address will be directed to the new mailing address.

What do employees need to do?

It's important for employees to notify their dentists about the change by presenting their new ID cards at their next visit. The new group number is on the ID card. This will help prevent any delays in claim processing.