

# Dental Provider FAQ

## What does Unum Dental<sup>SM</sup> and Colonial Life dental mean for my practice?

It could mean more patients visiting your practice! Unum Group insuring subsidiaries provide voluntary benefits to more than 62,000 employer groups and 17 million group members in the US through Unum Dental, Colonial Life, AlwaysCare and Starmount. New Unum Dental and Colonial Life dental members are encouraged to visit in-network dentists, which may drive more members to your office.

## How will members refer to the network?

Members may call and ask if you accept **Unum Dental, Colonial Life dental, AlwaysCare or Starmount dental**. Although the names are different, all four programs are owned by Unum Group and use the DenteMax Plus/AlwaysCare networks. We recommend asking the member what network name is listed on their ID card for confirmation. Our network name will read "DenteMax Plus/AlwaysCare" except in Louisiana and Mississippi, where the network name will read "DenteMax/AlwaysCare network."

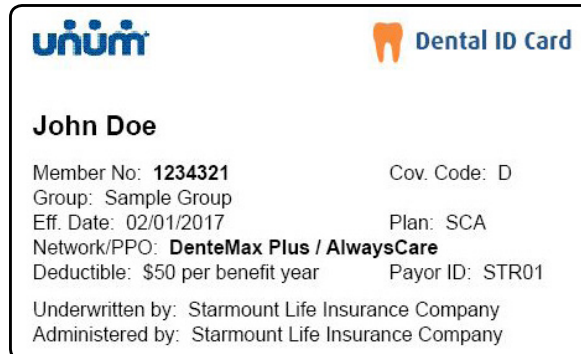
DenteMax Plus network is a network arrangement managed by DenteMax and includes doctors from the DenteMax, Careington, United Concordia, Maverest Dental Network, and Connection Dental networks.


### Important Note About Unum Dental Members:

It's important to know that prior to acquiring Starmount/AlwaysCare, Unum had a relationship with United Concordia to sell dental insurance, and some Unum Dental patients may still be under those policies. Be sure to check that the network listed on the patient's ID card is one that you are contracted with before providing service.

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## What will the Dental ID cards look like?

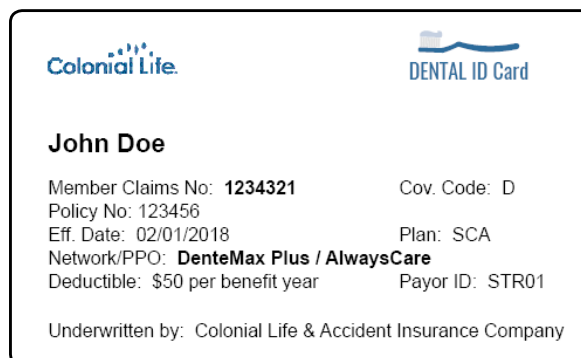



**unum**  **Dental ID Card**

**John Doe**

Member No: **1234321** Cov. Code: D  
Group: Sample Group  
Eff. Date: 02/01/2017 Plan: SCA  
Network/PPO: **DenteMax Plus / AlwaysCare**  
Deductible: \$50 per benefit year Payor ID: STR01

Underwritten by: Starmount Life Insurance Company  
Administered by: Starmount Life Insurance Company

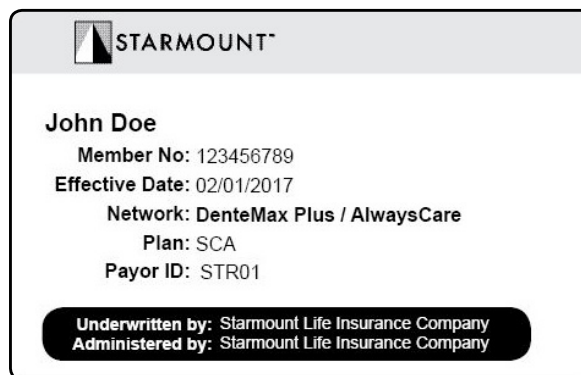



**Colonial Life**  **DENTAL ID Card**

**John Doe**

Member Claims No: **1234321** Cov. Code: D  
Policy No: 123456  
Eff. Date: 02/01/2018 Plan: SCA  
Network/PPO: **DenteMax Plus / AlwaysCare**  
Deductible: \$50 per benefit year Payor ID: STR01

Underwritten by: Colonial Life & Accident Insurance Company

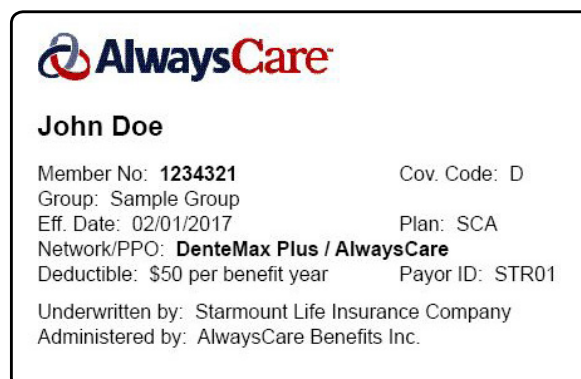



 **STARMOUNT**

**John Doe**

Member No: 123456789  
Effective Date: 02/01/2017  
Network: **DenteMax Plus / AlwaysCare**  
Plan: SCA  
Payor ID: STR01

**Underwritten by: Starmount Life Insurance Company**  
**Administered by: Starmount Life Insurance Company**



 **AlwaysCare**

**John Doe**

Member No: **1234321** Cov. Code: D  
Group: Sample Group  
Eff. Date: 02/01/2017 Plan: SCA  
Network/PPO: **DenteMax Plus / AlwaysCare**  
Deductible: \$50 per benefit year Payor ID: STR01

Underwritten by: Starmount Life Insurance Company  
Administered by: AlwaysCare Benefits Inc.

## Will Unum Dental and Colonial Life dental plans be different?

The Unum Dental and Colonial Life dental plans may have different benefits, but they are structured similar to plans you are already familiar with. Please refer to your contracted reimbursement sheet to determine plan payment and the member responsibility.

## How do I obtain benefits and eligibility?

You can still obtain benefits and eligibility the same way through the AlwaysAssist.com provider portal. You can also call our Customer Service team at (855) 400-9330, Monday through Friday, from 8:00 a.m. to 8:00 p.m. (ET), and Saturdays from 10:00 a.m. to 4:00 p.m. (ET).

## Who can I call if I have a question?

If you have a question regarding your contract or fee schedule, including requesting a copy, contact your contracted network. If you participate in more than one of these networks, the AlwaysCare Benefits Dental Network or DenteMax Plus/AlwaysCare fee schedule takes precedence, followed by United Concordia, DenteMax, Maverest, Connection Dental and then Careington. If you have a question regarding any member or a claim, you can continue to call our Customer Service team at (855) 400-9330. Our customer service team is capable of handling most provider-related inquiries on the first call. If further support is needed, they will reach out to a Provider Relations Specialist to assist.

## When will I begin to see Unum Dental and Colonial Life dental members?

We are currently enrolling Unum Dental and Colonial Life dental members in your area and nationwide. Depending on your area, you may not hear from a Unum Dental or Colonial Life dental member right away. Although our dental membership base will expand rapidly, it will not happen all at once. However, we are already one of America's fastest growing dental plans and confident that we will become one of the top dental plans over the next few years.

## How do I file claims?

Claims may still be filed any of these five ways:

- 1. Online:** AlwaysAssist.com
- 2. Email:** Claims@AlwaysCareBenefits.com
- 3. Fax:** (855) 400-9307
- 4. Mail:**  
Attn: Dental Claims  
P.O. Box 80139  
Baton Rouge, LA 70898-0139
- 5. Electronically:** Payor ID: STR01

## Is my contract or reimbursement changing?

No changes are being made to your contract. You will be reimbursed according to your contracted reimbursement schedule. Please refer to your contracted reimbursement sheet to determine plan payment and the member responsibility.

## How can I join the AlwaysCare Benefits Dental Network?

Our network is open, and we are actively recruiting to expand the network to meet future membership needs. All providers must be credentialed and approved prior to being added to the network. If you would like to learn more about our network, please email us at [NetworkRecruiting@AlwaysCareBenefits.com](mailto:NetworkRecruiting@AlwaysCareBenefits.com).

Insurance products are underwritten by the subsidiaries of Unum Group.

[unum.com](http://unum.com)

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