

How to use Your Dental Plan - FAQs

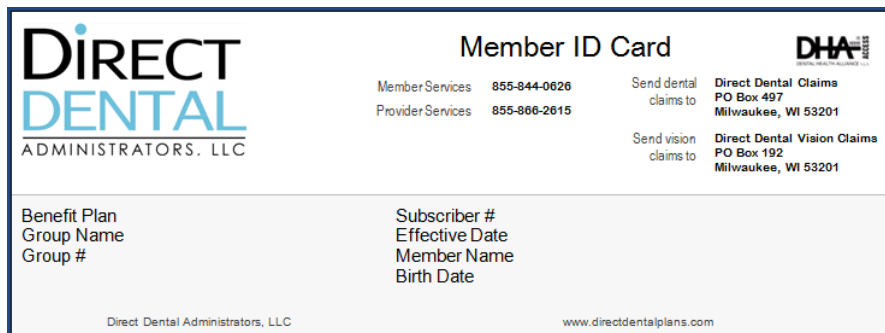
How do I register with the portal and get support with the portal? You can register with the Direct Dental Portal by visiting our website www.directdentalplans.com and clicking on Login, then Member Web Portal. If you experience any issues with registration, just contact our Member Services team at 855-844-0626 and they can assist you with registration on that same call.

What dentists may I see? You may see **any dentist** that you wish with this dental plan. If your employer has access to the Dental Health Alliance network, then you have access to see dentists in this network at a discounted rate. Please ask your HR department if you have access to DHA.

How can I find a DHA Provider?

Go to www.directdentalplans.com/find-provider/ to find a DHA provider near you.

Where do I access my ID card and what do I need to bring to my dentist to use the plan? Your Direct Dental ID card is available to you on the Member Web Portal located at www.directdentalplans.com. You must register with the portal as a member to print your ID card (it only takes three clicks!). Below is a sample ID card:



If you don't have your ID card when you visit the dentist, you can also bring a copy of the benefit summary. This can be found on the Member Web Portal in the Documents tab. This will provide your dentists with the eligibility information he/she needs to process your claim. You can also direct your provider to our website www.directdentalplans.com to register with our Provider Web Portal or have them call 1-855-866-2615.

What should I do when I visit my dentist? Providers can look up eligibility on the Provider Web Portal located at www.directdentalplans.com or they can call Direct Dental Provider Services directly at 855-866-2615. You can print an ID card through the Member Web Portal or bring your Benefit Summary.

How do I pay my dentist? We encourage providers to always send claims electronically via the Provider Web Portal. They can also mail the claims to:

Dental Claims

Direct Dental Claims
PO Box 497
Milwaukee, WI 53201

Authorizations

Direct Dental Authorizations
PO Box 260
Milwaukee, WI 53201

Vision Claims

Direct Dental Vision Claims
PO Box 192
Milwaukee, WI 53201

Appeals

Direct Dental Appeals
PO Box 252
Milwaukee, WI 53201

If you pay out of pocket, you can send us a claim reimbursement request. These forms can be found on the website at www.directdentalplans.com. Often dental offices will offer a courtesy discount for payment on the day of service that allows you to reduce your dental costs and stretch your benefits.

When will I receive my payment if I paid out of pocket? You can expect to receive your reimbursement **within 30 days (or less)** of Direct Dental receiving your reimbursement form and clean claim receipt(s).

How do I coordinate benefits with another dental plan? Have your HR administrator contact Direct Dental with additional coverage information.

Member Services

855-844-0626
memberservices@sdcbenefits.com

Claims Department

claims@sdcbenefits.com

Authorizations

authorizations@sdcbenefits.com

Provider Services

855-866-2615
providerservices@sdcbenefits.com

Enrollment

enrollment@sdcbenefits.com

Appeals

appeals@sdcbenefits.com

Where do I go with questions about my coverage? The best place to find coverage information is log in to the Member Web Portal (www.directdentalplans.com) or call us at 855-844-0626.

What is my remaining balance? The remaining balance can be found in the Member Web Portal in your Explanation of Benefits (EOB).