

CONFIDENT DENTAL

“Employee Questions about CONFIDENT Dental Plans”

What is my group number? The group number is on the first page of the Dental Insurance Certificate (benefit schedule) and on the Identification (ID) Card. If you need to go to the dentist prior to receiving your new group number or ID Card, your dentist should contact Employer Plan Services Inc. (EPSi), at (800) 207-9224 for your schedule of benefits.

Who do I call with questions? Call the plan administrator, Employer Plan Services Inc., at (800) 207-9224 and then follow the voice prompts to be directed to the appropriate person.

For benefits and claims questions - Select the appropriate option for the Claims Department. You'll be directed to a Claims Representative.

For eligibility information, Dental Certificates, and ID Cards - Select the appropriate option for the Administration Department. You'll be directed to an Administrative Representative.

How can I make sure that my dental provider knows what services are covered?

Provide the dental office with the information on your ID Card when you make the appointment or have your dentist contact the administrator at (800) 207-9224. Take this sheet in if you do not have your new ID card.

Take the ID Card and Dental Insurance Certificate (benefit schedule) to your first dental appointment.

Check benefits before services are rendered. Your provider should contact EPSi before your exam.

- ◆ Providers can obtain a pretreatment estimate by sending a request to EPSi, PO Box 2727, Houston, TX 77252.
- ◆ Providers can check on eligibility and claim status by calling (800) 207-9224.

What does a dental provider need in order to submit a claim to EPSi?

An EPSi claim form (the company benefits coordinator has copies); or the dental office can use one of his or her own claim forms.

The insured's unique ID number, located on his or her ID card. This ID number drives the processing of claims.

The correct address (see below). Also for electronic claims, our payer ID number is CX037.

What do I do if my family status changes?

Advise your company benefits coordinator immediately when you have dependent changes. Please remember—children who are age 19 and older can only be covered if they are full-time students. Claims incurred on adult age children will be pended until student verification is received.

CONTACT US WHENEVER YOU HAVE QUESTIONS. OUR BUSINESS IS TO SERVE YOU!

Mailing Address: PO Box 2727

Houston, TX 77252

Internet Address: www.capital-benefits.com

Phone Number: 800-207-9224

Fax Number: 713-365-9524

Fax Recall: 800-207-9224 (Benefits by Fax for Providers)

CONFIDENT DENTAL

“Employer Questions about CONFIDENT Dental”

How do I enroll employees on this dental plan? For new hires, have the employee fill out an enrollment form (supplied in your Administration Folder) and mail or fax to the address or number listed below.

How do I make changes on an already enrolled member? Have the employee complete a change form (supplied in your Administration Folder) and mail or fax to the administrator, Employer Plan Services Inc. (EPSi).

- ◆ To speed up the processing of terminations, fax EPSi the member’s name, ID# and the last day of coverage.
- ◆ Check with EPSi before adding dependents to existing coverage. Some plans have restrictions.

How can I make the enrollment process run smoothly? Double check enrollment forms before sending to EPSi. Please have your employees provide all of the requested information.

- ◆ Complete information will insure the timely enrollment of your members and prompt claim payments.
- ◆ A missing employee SS# will prevent us from adding that person to the system. In addition, the group name, employment date, birth date, dependent names and birth dates are also needed to complete the enrollment process.

Advise anyone with a child who is age 19 and older that they must provide full-time student verification when they apply for coverage.

- ◆ Children age 19 and older will not be added to the plan until EPSi has received documentation noting the current semester. Acceptable verifications are tuition receipt, class schedule, or a letter from the educational institution.

Submit enrollment changes by the 8th of each month.

- ◆ Information received by the 8th will appear on the next monthly premium billing generally created on or by the 10th.

How do I get ID Cards or Certificates? These are automatically prepared for new members.

- ◆ To request a replacement, call EPSi and follow the voice prompts to the Administration Team.

How do I get supplies? The Support Team can fill your request. (Call EPSi. Voice prompts will direct you to the appropriate Support Team Member; or fax your request Attn. Support Team.)

When will I receive the monthly premium billing? Bills are mailed on the 10th of each month.

- ◆ If you do not receive a monthly bill, please notify the Administration Team.

When is the payment due? The payment is due on the first of each month. Please include a copy of your bill with the payment.

- ◆ Documentation must be attached if you pay something other than the billed amount.

WE APPRECIATE YOUR ASSISTANCE AND VALUE YOU AS A POLICYHOLDER!

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