

Frequently Asked Questions About DenteMax

□ What is DenteMax?

DenteMax is a national dental PPO (Preferred Provider Organization) network of nearly 143,000 independent dentists who have agreed to accept as payment-in-full a discounted fee schedule for the services they perform.

□ Is DenteMax my insurance company?

No, DenteMax is not an insurance company. DenteMax is an enhancement to your Companion Life dental plan. You still have the freedom to select any dentist; however, if you visit a DenteMax dentist you will save money! When you choose a DenteMax dentist, you choose to be a part of the network that saves you money on your dental visit through discounted fees for their services.

□ What dental services are covered?

Questions about your Companion Life dental policy and benefits, such as claim status or Predetermination of Benefits, should be directed to Companion Life. Dental insureds may use our innovative, secure web tool, **My Insurance Companion**sm, by going to CompanionLife.com and select the Insureds link, then click **My Insurance Companion** from the left navigation screen. Dental insureds may sign up and begin using **My Insurance Companion** immediately.

□ How do I locate a DenteMax dentist?

Simply visit DenteMax.com. DenteMax dentists may be located by specialty, city, county or ZIP code. Employees may also locate a DenteMax dental network provider by calling Customer Service at 800-752-1547.

□ Do I have to stay with the same dentist after I choose one?

No, employees still have the freedom to select any dentist. Employees may locate a DenteMax dental network provider by calling Customer Service at 800-752-1547 or by visiting DenteMax.com.

□ What if my current dentist is not a member of DenteMax?

Contact your dentist, advise him/her that you now have DenteMax and ask if he/she would be willing to join. If your dentist is willing to join and would like to review our information, then direct him/her to call DenteMax at 800-752-1547. Or, he/she may visit the DenteMax website at DenteMax.com.

□ How do I set up my first appointment?

This step is easy! Find a DenteMax dentist in your area and schedule your appointment. Go online at DenteMax.com or call 800-752-1547. Locating a DenteMax dentist in your area is just a few clicks away. Let your dentist know you are a DenteMax insured through Companion Life and save!

□ What if I am still confused?

Companion Life's Customer Service can be accessed 24 hours a day, seven days a week through our Voice Response Unit (VRU) or online with **My Insurance Companion**. Or, you may contact Companion Life at 800-765-9603.

