

Frequently Asked Questions About DenteMax

❑ What is DenteMax?

DenteMax is a national dental PPO (Preferred Provider Organization) network of nearly 60,000 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. DenteMax dentists will also offer their network discounts for services which exceed policy maximums or any benefit limitations.

❑ 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**, by going to www.companionlife.com and clicking on the Member Information link. Dental insureds may sign up and begin using **My Insurance Companion** immediately.

❑ How do I locate a DenteMax dentist?

Simply visit www.dentemax.com. DenteMax dentists may be located by: specialty, city, county or ZIP code. If you are interested in finding a dentist who speaks a language other than English, then go to www.dentemax.com. Once there, click on the *Find A Dentist* link, scroll to the bottom of the page and enter desired language. Employees may also locate a DenteMax dental network provider by calling Customer Service at 1.800.752.1547. To better assist you, DenteMax also provides Spanish-speaking representatives.

❑ 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 1.800.752.1547 or by visiting www.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 1.800.752.1547. Or, they can visit the DenteMax Web site at www.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 www.dentemax.com, or call 1.800.752.1547. Locating a DenteMax dentist in your area is just a few clicks away. Let your dentist know you are a DenteMax member 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 1.800.753.0404 extension 45921.

❑ Para español, llamada a 1.800.752.1547.

