

Frequently Asked Questions

Online Dentist Account

FAQs

We are upgrading our technology to continue to provide best-in-class service and are committed to keeping you informed throughout this process.

Provider feedback on this process helps us optimize your time and ensure we are supporting you appropriately. With that in mind, we've addressed some common questions from the training sessions so far.

Q: After the upgrade, will offices still be able to request the current FaxBack?

A: Yes, the new name will be the “Full Benefits Information Download,” and will be available online in the Dental Benefits page of the patient Benefits & Eligibility section. The Full Benefits Information Download will have expanded information and *will still be available by calling our FaxBack line.* **Watch this short video on how to access the Full Benefits Information Download online.**

[Watch Video](#)

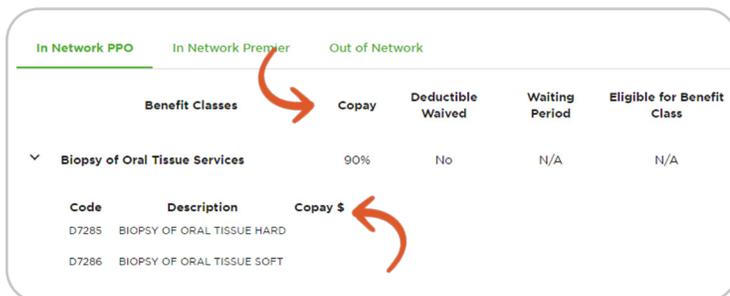
Q: Will Member ID Numbers be changing?

A: Only Individual and Family plan members will receive new member ID's, which will be sent by mail to each Individual and Family plan member. *All other group members will retain their current member ID number.*

Q: What is the difference between ‘Copay’ and ‘Copay \$’ in the Coverage tab when looking up a member’s benefits and eligibility?

A: “Copay,” listed next to the Benefit Class, is the percentage the benefit plan will cost share with the member.

“Copay \$”, listed next to individual codes within a Benefit Class, will only populate if that plan has a Patient Pay Schedule.



In Network PPO		In Network Premier		Out of Network	
Benefit Classes	Copay	Deductible Waived	Waiting Period	Eligible for Benefit Class	
<ul style="list-style-type: none"> Biopsy of Oral Tissue Services 	90%	No	N/A	N/A	
Code	Description	Copay \$			
D7285	BIOPSY OF ORAL TISSUE HARD				
D7286	BIOPSY OF ORAL TISSUE SOFT				

Q: Will there be any new terminology?

A: : Yes. You will see some new terminology regarding Providers and Suppliers within your Explanations of Payments: “Provider” refers to the Treating Dentist while “Supplier” refers to the Billing Dental Office.