

### ► What is DenteMax?

DenteMax is one of the largest leasable dental PPO networks in the United States with over **278,000** dentist access points nationwide. Our clients of insurance companies, third-party administrators and various employer groups lease the DenteMax PPO network for use in their dental benefit plans. The DenteMax network is used by more than **20 million members** nationwide. DenteMax dentists agree to charge these members prices below their usual fees in order to gain access to them. Members then experience these price savings each time they visit a DenteMax dentist.

### ► Is DenteMax my insurance company?

DenteMax is not an insurance plan; it is a Preferred Provider Organization (PPO) network of participating dentists who have agreed to a set fee schedule. The network is leased to insurance companies, third-party administrators and employer groups to enhance their dental benefits programs.

### ► Why should I go to a DenteMax dentist?

When you choose an in-network DenteMax dentist, you can save up to **20%-40%** off a dentist's usual office fees. DenteMax also verifies a dentist's current practice information and history to make sure that they meet our high-quality standards. All dentists go through an advanced credentialing process and are re-credentialed every three years. This gives you and your family peace of mind knowing you are being treated by only the best dentists.

### ► Do I call DenteMax to find out what dental services are covered?

Since DenteMax is solely a dental PPO network, we cannot determine benefit levels or what services are covered. You must contact your Plan Administrator to find out that information. Their number is typically located on the back of your ID card.

### ► How do I find a DenteMax dentist?

You can visit the 'Find A Dentist' tab on the homepage of **DenteMax.com** for a quick or advanced search by zip code, city and state, specialty, office practice name and dentist's last name. You can also call us toll free at **(800) 752-1547** and a DenteMax representative can help you locate a dentist in your area. Printed directories are also available and can be requested at our toll free number.

### ► If my dentist does not participate with DenteMax, how can I get them to join?

Contact your dentist and advise them that your plan administrator utilizes the DenteMax PPO network. If they do not participate with DenteMax, please inquire if they are willing to join us so that you can take advantage of in-network benefits. If they are interested, you can refer them to **DenteMax.com/members/referdentist** or they can contact us toll-free at **(800) 752-1547**.

### ► Do I have to remain with the same dentist after I choose one?

You may switch dentists at any time with no waiting periods or forms to fill out. Please note that if you seek out a dentist who does not participate with the DenteMax PPO network, your out-of-pocket expenses may be significantly higher as they are allowed to charge you their usual fee for services.

### ► How do I make my first appointment?

Before you make an appointment, you should understand your benefit levels and plan from your plan administrator. To obtain this information, contact them using the number on your ID card. Then identify and contact the DenteMax dentist you have selected and schedule your appointment. Make sure you let the dentist office know that your plan administrator participates with the DenteMax network and confirm that they are a DenteMax dentist. You may need to show your ID card at your first appointment, so be sure to bring it with you.