Provider Network Guide

Use this guide to identify our dental plan members in your practice and for claims filing information.*

CLAIMS FILING

The DenteMax Plus Network is a network arrangement managed by DenteMax and includes the DenteMax, United Concordia, Maverest Dental Network and Connection Dental networks. If you participate in more than one of these networks, your United Concordia fee schedule takes precedence, followed by DenteMax, Maverest, and then Connection, within this arrangement.

Mail:
Starmount/AlwaysCare
P.O. Box 80139
Baton Rouge, LA 70898-4389
Attn: Dental Claims

or

Unum Dental
P.O. Box 80139
Baton Rouge, LA 70898-4389
Attn: Dental Claims

Fax: Local (225) 400-9307
Website: www.AlwaysAssist.com

ID Cards

Here are samples of our members’ ID cards. Look for “DenteMax Plus” or “AlwaysCare” for network confirmation. In Louisiana and Mississippi, look for “DenteMax.”

Provider Portal

Visit our dental provider portal at AlwaysAssist.com to check eligibility and benefits, obtain an authorization, use the Member Responsibility Calculator, and submit claims 24 hours a day. To update your listing or if you have questions about your fee schedule, please contact the network you are contracted with.

Customer Service

Get information you need by phone six days a week.

Phone: (888) 400-9304
Hours: Monday - Friday, 7:00 a.m. - 7:00 p.m. (CT)
Saturday, 9:00 a.m. - 3:00 p.m. (CT)

Patients may identify themselves as Unum Dental; however, it is important to know that Unum has had a relationship with United Concordia to sell dental insurance, and some Unum Dental patients may still be under those policies.

Dental plans are marketed by Unum, administered and underwritten by Starmount Life Insurance Company: unum.com

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NTWK GUIDE 1216 FOR DENTAL PROVIDERS
How will members refer to the network?
Members may call and ask if you accept Unum Dental, AlwaysCare Benefits or Starmount Life Insurance (Starmount) Dental. Although the names are different, all three programs utilize the DenteMax Plus / AlwaysCare networks. You can ask the member what network name is listed on their ID card for confirmation. The network name will read “DenteMaxPlus / AlwaysCare” on all dental cards. In Louisiana and Mississippi, the network name will read “DenteMax.”

It’s important to know that prior to acquiring Starmount/AlwaysCare, Unum had a relationship with United Concordia to sell dental insurance and some Unum Dental patients may still be under those policies. Be sure to check that the network listed on the patient’s ID card is one that you are contracted with before providing service.

Will Unum Dental plans be different?
There will be new plans for Unum Dental, but they will have similar benefits compared to the plans you are already familiar with. Please refer to your contracted reimbursement sheet to determine plan payment and the member responsibility.

How do I obtain benefits and eligibility?
You can still obtain benefits and eligibility the same way through the Provider Portal. You can also call our Customer Service team at (888) 400-9304, Monday through Friday, from 7:30 a.m. to 7:00 p.m. (CT), and Saturdays from 9:00 a.m. to 3:00 p.m. (CT).

Are our reimbursements changing?
No changes are being made to your contract. You will be reimbursed according to your contracted reimbursement schedule. Please refer to your contracted reimbursement sheet to determine plan payment and the member responsibility.

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Who can I call if I have a question?
If you have a question regarding your contract or fee schedule, including requesting a copy, contact your contracted network.

If you have a question regarding a member or a claim, you can continue to call the same Customer Service team and Provider Relations team that you have been working with at AlwaysCare. Our Customer Service team is capable of handling most provider-related inquiries on the first call. If further support is needed, they will reach out to a Provider Relations Specialist to assist.

How do I file claims?
All claims will be filed the same way. Claims can be filed electronically using the Provider Portal at AlwaysAsssit.com. Claims can also be faxed to (225) 400-9307 or mailed to either:

Unum Dental
Attn: Dental Claims
P.O. Box 80139
Baton Rouge, LA 70898-4389

AlwaysCare Benefits
Attn: Dental Claims
P.O. Box 80139
Baton Rouge, LA 70898-4389
Is my contract changing?

No changes are being made to your contract. You will be reimbursed according to your contracted reimbursement schedule. Please refer to your contracted reimbursement sheet to determine plan payment and the member responsibility.

What does Unum Dental mean for my practice?

As a participating provider, you may stand to gain the most. Unum, a leading provider of employee benefits, has ambitious sales goals to grow in both the dental and vision markets. Today, 33 million people at 181,000 companies rely on Unum’s group and individual disability and life insurance and voluntary benefits—including a third of Fortune 500 companies. Starting in 2017, Unum will cross-sell dental benefits to its clients nationwide. New Unum Dental members will be encouraged to visit in-network providers, which may drive more members to your office.

When will I begin to see Unum Dental members?

We have already begun enrolling new employer groups in Unum Dental with policies effective February 1, 2017. You may start to hear from Unum Dental members as early as January 2017. Depending on your area, you may not hear from a Unum Dental member right away. Although our dental membership base will expand rapidly, it will not happen all at once. However, we are confident that Unum Dental will become one of America’s top dental plans over the next few years.

What will Unum Dental cards look like?

I’m not a participating provider in the DenteMax Plus / AlwaysCare network. How can I join?

Our network is open, and we are actively recruiting to expand the network to meet future membership needs. All providers must be credentialed and approved prior to being added to the network. If you would like to learn more about our network, please email us at ReferAProvider@unum.com or contact our Customer Service department at (888) 400-9304. They will share your information with a network recruiter who will contact you shortly thereafter.