

# 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

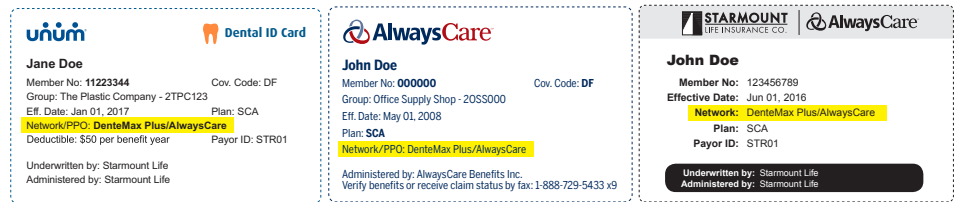
**or**

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."



*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.*

## 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)



*\*This information only pertains to plans underwritten by Starmount Life Insurance Company or National Guardian Life Insurance Company.*



## 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.

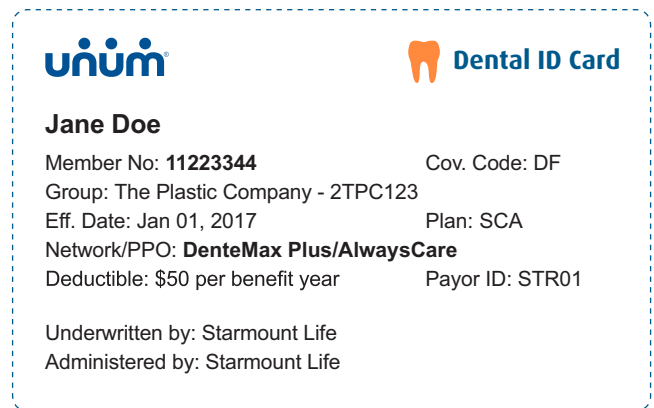
## What does Unum Dental mean for my practice?

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](mailto: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.

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

[unum.com](http://unum.com)

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