

Welcome To Our Network



 **Dental Connect**
Be good to your smile.

Getting Started With Dental Connect

This handy guide will help guide you through getting started with your new Dental Connect membership.

What to expect:

In this guide you will learn how to:

- 1) Contact member services, billing services and card services.
- 2) Find a provider near you.
- 3) Use your membership for the first time
- 4) Understand frequently asked questions.

If you have any questions that aren't answered here feel free to contact us at www.thedentalconnect.com/support. Now let's get started.

Dental Connect Directory

Please review the information listed below and feel free to contact the appropriate department when needed. It helps to have your member number handy when contacting any of the departments below.

Membership Services

Tel: (888) 317-0849

E-mail: membersservices@thedentalconnect.com

Billing Inquiries

Tel: (888) 317-0849, then when prompted press 2

E-mail: billing@thedentalconnect.com

Card Services

E-mail: cardservices@thedentalconnect.com

Mailing Address

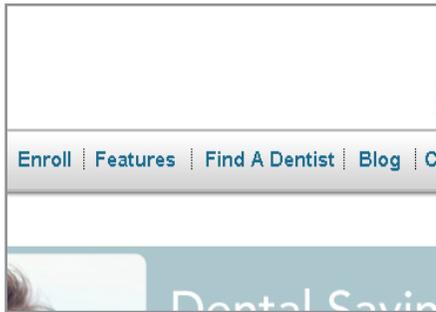
Dental Connect
724 N. St. Mary's St.
San Antonio, TX 78205

You can also submit an online inquiry at www.thedentalconnect.com/membersupport

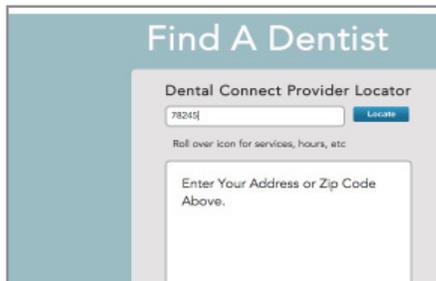
Finding a Provider Near You

Log on to our website at www.thedentalconnect.com and follow the steps below.

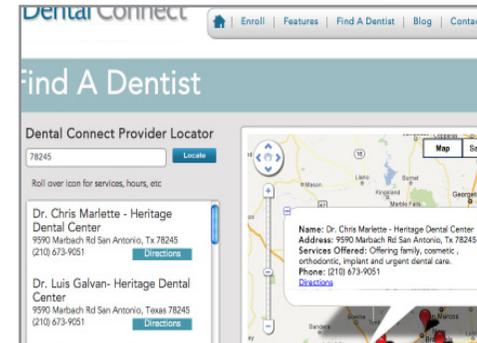
1) Click on “Find A Dentist Button” in the top navigation bar.



2) Enter your zip code or address and click “Locate.”



3) Scroll through the list of providers near you. Clicking on their name you can view services, hours and even get directions.



Q: My Dentist Isn't Listed. What Can I Do?

A: Nominate your dentist at www.thedentalconnect.com/nominate. Our network is always expanding to connect you with the care you want, so check back often. In the meantime feel free to visit one of our other valued providers.

Using Your Membership for the First Time

After choosing a provider you are ready to use your membership for the first time. Follow the steps below to ensure a phenomenal first use.

1) Make An Appointment.

Make sure to tell the office you are a Dental Connect member and ask if there's any paperwork such as health history that you can fill out ahead of time. This will ensure you are prepared for your visit.

2) Present Your Membership Card.

Before arriving at your appointment, make sure you have your membership card with you. Upon enrolling you should have been able to print out your temporary card. If not don't worry. Just have your "Smiling Member Number" handy and a valid Driver's License or ID to present at check-in.

3) Save Money!

As a Dental Connect Member, no matter what your dentist would charge, you pay an exclusive reduced fee. Our fees are designed to beat even the average Texas fee, meaning you're in to save BIG.



Q: When will my card arrive?

A: Your member card typically arrives within 7 to 10 business days. If it's been longer than that, please email card services at: cardservices@thedentalconnect.com.

Frequently Asked Questions

Q: How soon can I use my plan?

A: Since it's not insurance, Dental Connect members can use their plan immediately. Just find a provider near you and follow the steps outlined in "Using Your Membership for the First Time."

Q: I have a dental emergency what should I do?

A: Our plans are good to use immediately, schedule an appointment with a valued provider immediately. Make sure to tell the office you are having a dental emergency. Taking care of the problem now can help take care of the oral pain now and reduce future complications or emergency visits.

Q: How much can I expect to save?

A: Dental Connect members typically save up to 80% on all types of dental care. Our fees beat the average Texas dentist fees, meaning while the exact amount you'll save depends on the procedure, you're getting the best deal in the state today!

Q: Can I use my plan with another dental plan?

A: Yes as long as your plan is not a PPO, HMO. Just go to a participating provider, show your membership card, pay the discounted fees at the time of service and ask for a copy of your bill. Then, file the claim with your insurance company to be reimbursed by them. This can help reduce the rate at which you reach your maximum and stretch your dental dollar further.

You can also use your plan for any service not included under your insurance. For example, you may have medical only insurance; Dental Connect can be used for reduced fees on all of your dental services.

Q: I need to see a specialist. Is my membership valid?

A: Yes as long as the specialist is a valued Dental Connect provider. Typically, savings are 20% off any speciality service including oral surgery and periodontal care.