

Frequently Asked Questions About **DenteMax**

Q. What Is **DenteMax**?

DenteMax is a Preferred Provider Network of independent dentists who have accepted a fixed, lower rate schedule of fees when receiving payment for dental services. **DenteMax** is a network; it links dentists, patients, and providers together so that everyone can benefit.

Q. Is **DenteMax** My Insurance Company?

No, **DenteMax** is a network enhancement to your dental coverage. You still retain your normal dental benefits and should continue to ask questions about your coverage and fees through your Benefit Plan Administrator. When you choose a **DenteMax** dentist, you choose to be a part of the network that saves you money on your dental visit.

Q. What Dental Services Are Covered?

Since **DenteMax** is only the network we cannot determine your personal benefit levels or what services may be covered. You will have to call your Benefit Plan Administrator at the number on the back of your Benefit ID card to find out your personal information.

Q. Do I Have To Stay With The Same Dentist After I Choose One?

No, you may choose any dentist at any time. **DenteMax** provides freedom of choice to their members and with over 55,000 dentist access points, a **DenteMax** dentist is easy to find. Just remember, if you don't choose a **DenteMax** dentist, you may pay more for the same services.

Q. What If My Current Dentist Isn't A Member Of **DenteMax**?

You may refer your dentist to our program by having them call us toll free at 1-800-752-1547, or they may retain information regarding our company on the web at www.dentemax.com. We would be happy to share and send our information to them.

Q. How Do I Set Up My First Appointment?

You should know your benefit level first. Contact your Benefit Plan Administrator to get this information, then call the dentist of your choice. Let the dentist office know that you are a **DenteMax** member and schedule your appointment. You may need to show your ID card at your first appointment.

Q. What If I Am Still Confused?

That's okay. **DenteMax** is one of the best networks in the nation because of our customer service center and we would be more than happy to answer your questions or direct your calls to the appropriate locations. Just call us toll free at 1-800-752-1547 or check us out on the Internet at www.dentemax.com. **WE'RE HERE FOR YOU!**