

9 Tips for Using Your 550B Dental Plan

Thank you for joining the United Concordia Dental family! As a member of the Solstice 550B DHMO plan, we want to make sure you take full advantage of your benefits. Here are a few tips for you to get started:



- 1. Choosing A Dentist:** When selecting a dentist, make sure to consider the office's location, the office's anesthesia service and policies, and if the provider is a private practitioner or part of a larger office.



- 2. The Solstice 550B Network:** Our network is open access – meaning you can select a dental provider from any office in the Solstice network without having to call us for approval.



- 3. Your Oral Examination:** When seeing a dentist for the first time, you may be required to undergo an oral examination and X-rays before your routine cleaning. This allows your dentist to assess your needs, create your treatment plan, and schedule any follow-ups.



- 4. Treatment Plan:** After your oral exam, you should request a written treatment plan including the ADA code four (4) digit number, for each recommended procedure. Compare the treatment plan with your Schedule of Benefits. It should match! If you need help analyzing your treatment plan and the charges, call Solstice's Member Services Department at 877-760-2247 – we are happy to help!



- 5. Alternative Treatments:** Ask your dentist about alternative treatment options. Your dentist should advise you on your options and what they cost. You always have the final decision as to your dental care treatment.



6. Schedule of Benefits: The co-payments on the Schedule of Benefits are the fees you are responsible for. Any additional fee charges should be reviewed with your dentist and should match the fees listed. Please review the Schedule of Benefits closely for exclusions and limitations, as well as specialty care services.



7. Travel and Emergencies: If you are travelling outside your service area and need to see a dentist, specifically for pain relief, Solstice will reimburse up to \$100.00 per occurrence for palliative care. You should mail your receipt and treatment information from the dental office to:

Solstice Benefits, Inc
PO Box 14009
Lexington, KY 40512



8. ID Cards: Each member receives two (2) ID cards for you and your covered dependents. Each ID card has the name of the primary subscriber. These can be used by your dependents. Additional ID cards will be provided upon request.



9. Resources: To find your schedule of benefits, claim forms, open enrollment materials, or to find a provider, visit our website at: www.mysmile365.com/UCD