

## Frequently Asked Questions About Your DHMO Dental Plan

**Q. With my DHMO plan, can I visit any dentist? Can my family members have different PDOs?**

A. To receive full coverage under your plan, your dental care must be provided by or coordinated through your primary dental office (PDO), selected from the Concordia Plus network. You and each family member covered under your DHMO plan can select a different PDO from the Concordia Plus network. If there is a dental emergency, you may seek care from any dentist.

**Q. How do I find a primary dental office that participates in the Concordia Plus network?**

A. You can search for a Concordia Plus network dentist by visiting **UnitedConcordia.com**, clicking on **Find a Dentist** and selecting **DHMO Concordia Plus General Dentist**. Or, call 1-866-357-3304 for assistance. If your dentist is not a part of our network, you can nominate your dentist to be considered for participation in our network. You can submit his/her name by visiting the **Members** section of **UnitedConcordia.com**, selecting **Forms** and then **Nominate Your Dentist**.

**Q. Can I change my primary dental office (PDO) after I enroll?**

A. Yes, you and your dependents can change your PDOs once a month, if you have no balance due and aren't in the middle of treatment with your current dentist.

**Q. What if I need to see a specialist?**

A. Your primary dentist may determine that your specific oral health needs require a specialist's care. In order for specialty services to be covered, obtain a specialty referral form from your primary dentist, and present this form with your copayment at the time of the specialty service. Certain procedures may require preauthorization.

**Q. What can my dentist bill me for?**

A. When you receive care from a Concordia Plus network dentist, your dentist will charge you the appropriate copayment amount for each service, as shown on your copayment schedule. Your DHMO plan has no deductibles or maximums, and your primary dentist will handle any paperwork for you, so it's one less thing for you to worry about.

**Q. What information is available online?**

A. In the **Members** section of **UnitedConcordia.com**, you can access forms, frequently asked questions and answers, a glossary of dental terms, and a dental health center of oral health articles, brochures, videos and kids' pages. Once your plan is effective, your personal benefits information is available in our online member tool, **My Dental Benefits**. Once you register, you can review details on your coverage, eligibility, network, claim status and procedure history; and print an ID card.

**Q. What if I have other questions or concerns regarding the United Concordia dental plan?**

A. Questions about your dental treatment should always be discussed with your dentist. For information about your benefits plan, visit us online at **UnitedConcordia.com** or call Customer Service at 1-866-357-3304.