

# Member services

## Enhanced Online Experience

Our member portal is a one-stop-shop to review benefit information, check the status of claims or view and print ID cards for you and your family. You can also access additional dental health resources like the Oral Health Center and use the dental cost estimator.

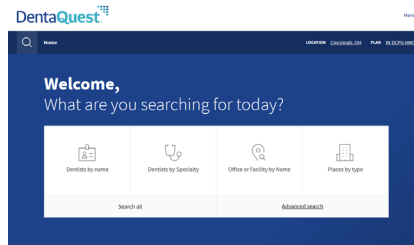
The portal is Spanish language accessible and mobile friendly, and offers Live Chat with customer service so you can view your ID card or speak to a rep right on your phone.

Once you have enrolled in a plan, register for the member portal by visiting [Memberaccess.dentaquest.com](http://Memberaccess.dentaquest.com), selecting “Get Started” under “Ready to Register?” on the left-hand side of the page. You will need your Member ID to register on the portal which is on your Member ID card. If you do not have your Member ID card, please contact Customer Service at **800-367-9466** and press “2” after the language prompt.

## Find a dentist

With our online provider search, it's easy to find an in-network dentist or specialist.

- Visit [DentaQuest.com/find-a-dentist](http://DentaQuest.com/find-a-dentist) or click on the “Find a Dentist” tab at the top of DCPG’s home page.
- Next, choose your location, entering the address you want to use as the starting point (for example your home or your workplace). The tool will ask you to confirm that your location is correct.
- Once your location is set, select your plan by:
  - First, clicking on the “All Plans” button in the upper right-hand corner, then
  - Next, clicking on “Find a different plan” Once you’ve made those two selections, type in “Dental Care Plus” to bring up all DCPG available plans.
- Select the plan which can be found on the benefit summary document in this packet, on your member ID card or by asking your benefits administrator. Please note that your plan may be spelled out on your card.
- Once your plan is selected, you have the option to search for dentists by name, by specialty, location, perform an advanced search or search by all.

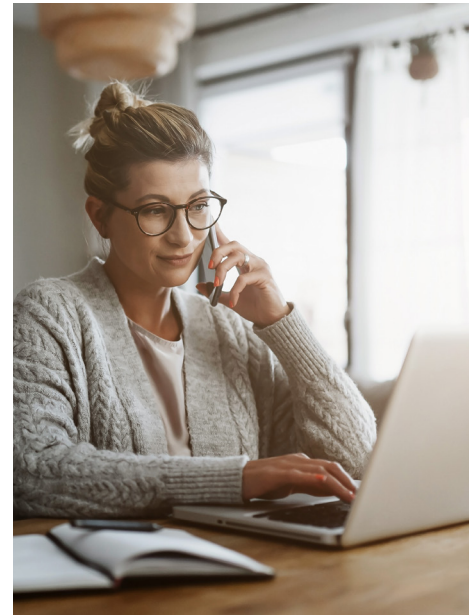


If you find that your dentist isn't listed, fill out a nomination form (included in this packet) so we may begin the process of inviting them to join our network.

## Hearing health is included

Your dental plan comes with a hearing program that can save you money on devices including name-brand hearing aids and batteries.

You can easily get on the path to better hearing by calling EPIC Hearing Health Care at 888-899-1485 or visiting [EpicHearing.com](http://EpicHearing.com) to access this program.



## WAIT, THERE'S MORE.

These tips will help you save time and money as you make the most of your benefits:

- Find out what your plan covers and what it doesn't. DCPG's customer service department can help explain your benefits and plan details.
- Request that your dentist provide a pretreatment review to DCPG when he or she recommends services that exceed \$400. This will help you plan for your portion of the expense.
- Know your plan's annual maximum since you will be responsible for costs that exceed this amount.

If you have questions, please contact your benefits administrator. If you'd like to learn more about The Dental Care Plus Group, visit [DentalCarePlus.com](http://DentalCarePlus.com)

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