

frequently asked questions

Q. *What are C Series DHMO plans?*

- A.** CompBenefits' C Series DHMO plans are network-based products that emphasize prevention and cost containment. These plans provide savings up to 75 percent off regular dental procedures. The plans do not cover services (except emergency care) received from out-of-network dentists.

Q. *How does the plan work?*

- A.** Your primary dentist will provide all of your routine dental care. You may be required to pay a co-payment for some services provided by your primary care dentist. The co-payments or discounted charges are billed at the time of service, so there are no claim forms to file. You pay your dentist directly, if applicable.

Q. *How many times a year can I visit my dentist?*

- A.** You are encouraged to visit your dentist regularly. With your CompBenefits' C Series Plan, you are not limited to a specific number of visits per year.

Q. *How do I make appointments?*

- A.** Making an appointment is easy. Once you have selected your participating dentist, simply call the dental office on or after the date you receive your certificate of coverage and make your appointment. Your enrollment information will already be at the participating dentist's office or on its way to confirm that you are eligible for treatment.

Q. *What if I need a specialty dentist?*

- A.** When you need treatment from a specialty dentist, you can visit one of the participating specialty dentists from our network, and he or she will reduce normal charges by 25 percent.

Q. *Is there any maximum coverage limitation?*

- A.** No, there are no maximum coverage limitations.

Q. *How do I pay for services?*

- A.** You make your co-payments to the dentist at time of service.

Q. *What if I go to a non-participating dentist?*

- A.** You will not be eligible for benefits from a non-participating dentist. You must seek treatment from the participating dentist you selected.

Q. *Can I change participating dentists?*

- A.** Yes. You can easily change dentists by logging onto www.mycompbenefits.com.

Q. *Can I go online to find out more about my plan or get assistance?*

- A.** Yes. After you enroll, you can visit www.mycompbenefits.com to register and learn about your plan, to check your benefits, to use our Provider Locator, to change your dentist selection, to send us an e-mail and more.

Q. *How do I order an ID card?*

- A.** You can download and print a temporary ID card or order a new ID card at www.mycompbenefits.com, or you can call our Member Services department at 800-342-5209.