



How to file a claim for out-of-network dental services

The majority of Unum dental plan members' claims, including all in-network claims, are filed directly by dental offices. However, a few out-of-network providers may require the member to submit the claim and be reimbursed.

FILING A CLAIM IS EASY.

Find claim forms and submission instructions on our secure member website, www.AlwaysAssist.com (registration and login required). If you have questions or need help with submission, please contact our customer service team at **(888) 400-9304**.



Remember you can check your claim status any time at AlwaysAssist.com.

To file a claim, follow these simple steps:

1. Print or download the claim form from our secure AlwaysAssist website.
2. Fill out Part 1 of the dental claim form completely, including:
 - subscriber information (the employee or primary member of the plan)
 - patient information (the employee member or dependent who received dental services)
 - address information for payment/reimbursement delivery, and
 - appropriate signatures

Please note: All information requested on the form is required.
3. Ask your dental office to fill out Part 2 and provide a copy of a statement of services with a detailed receipt. *We recommend keeping a copy of the statement of services, receipt and filled claim form for your records.*
4. Fax or mail the completed form and dental documents to the locations listed at the top of the claim form. We do accept claims and supporting documents sent by e-mail, however, this is not as secure as fax.
5. We usually process claims within two weeks, if no additional information is needed from you or your dentist. Once approved, the benefit reimbursement will be mailed to the appropriate address as a hard copy check.

Network Access plan is available.

This information is not intended to be a complete description of the insurance coverage available. The policy or its provisions may vary or be unavailable in some states. The policy has exclusions and limitations which may affect any benefits payable. For complete details of coverage and availability, please refer to Policy Form Series DN-2007, DN-2010, DN-2015, and 20-GDN-POL or contact your Unum Dental representative.

Dental plans are underwritten by Starmount Life Insurance Company, Baton Rouge, LA. In NY: Underwritten by Provident Life and Casualty Insurance Company.

© 2021 Unum Group. All rights reserved. Unum is a registered trademark and marketing brand of Unum Group and its insuring subsidiaries.

EN-2070-1 (8-21) FOR EMPLOYEES