

How to Use Your Pacific Life Dental Benefits

As a new member, you'll want to know how to access your benefits and claims information and ID card, find an in-network provider, nominate a provider to our network, learn what to do if the provider doesn't recognize Pacific Life Dental, and who to call for questions. In this article, we will answer some of the most common questions and provide you with tips to make the most of your dental benefits.

How do I access my benefits and claims information?

Your online Pacific Life portal will allow you to manage all your benefits in one convenient location. You should expect to receive a portal invitation in your email before your effective date. Once signed in, you will be able to access your benefits information on the dental details page available within the Benefits tab.

How do I get my ID card?

You will receive your ID card in the mail before your effective date. In the future, you will also be able to download a digital version of your ID card through your portal on the dental details page available within the Benefits tab.

Why do I need my ID card?

Your ID card is proof of your membership with Pacific Life Dental. It contains important information such as your name, member ID number, group number, plan type, and network partners. You will need to show your ID card when you visit a dentist who is part of the Pacific Life Dental network. This will help the dentist verify your eligibility and benefits, and bill Pacific Life Dental directly for the services you receive.

How do I know if my dentist is in-network?

We make it easy to find a dentist within our network or see if your current provider is included. You can also find the provider search link at www.pacificlife.com/dental or within your portal.

Don't see your dentist listed? You can nominate your dentist for network membership at www.pacificlife.com/dental or within your portal.

How will my dentist know that they are part of the Pacific Life Dental network?

Our national dental network includes many different networks, so it is possible that your dentist may not initially recognize Pacific Life as an insurance carrier they accept. If this happens, please take one of the following steps:

1. Provide the dental office personnel with the list of networks as identified on your ID Card and present your ID card at the time of your visit.
2. Ask the dental provider to visit www.pacificlife.com/providers to learn more.
3. Call us at (855) 810-3301 to request that we contact the dental provider directly.

What is our group name and number?

Your group name is "Godley ISD" and your group number is #OC000000166.

How do I contact Pacific Life if I have any questions or concerns?

We are here to help you with any questions or concerns you may have about your dental plan, benefits, claims, or dental providers. You can call us at (855) 810-3301.

We appreciate having you as a member and look forward to serving you. Thank you for choosing Pacific Life Dental for your dental insurance.

Pacific Life refers to Pacific Life Insurance Company and its affiliates, including Pacific Life & Annuity Company. Insurance products can be issued in all states, except New York, by Pacific Life Insurance Company or Pacific Life & Annuity Company. In New York, insurance products are only issued by Pacific Life & Annuity Company. Product availability and features may vary by state. Each insurance company is solely responsible for the financial obligations accruing under the products it issues.

