


## How to Use Your Pacific Life Dental Benefits

Welcome to Pacific Life Dental! To ensure the best experience with us, we have answered some of the most commonly asked questions below. You will also find tips to make the most of your dental benefits.

### How do I access my benefits and claims information and get my ID cards?

Your online Pacific Life portal lets you manage all your benefits in one convenient location, download your digital ID card, and more. If you haven't signed in yet, refer to your email invitation link. For additional support, call us at (855) 810-3301. Once signed in, go to the dental details page on the Benefits tab to access your benefits information and download your ID card. The card will have the primary member's name as well as identify the coverage type. All covered family members may use the same ID card. Here is a sample for your reference:


Pacific Life Dental			
PRIMARY MEMBER:	<b>Firstname Lastname</b>		
MEMBER ID:	<b>#####</b>		
COVERAGE:	<b>Employee+Children</b>	NETWORK:	Dental Benefit Providers, Inc. network access in your market may also be provided by: CONNECTION Dental, MaximumCare, DentaNet (AL), Solstice, or Premier Dental (MN).
EFFECTIVE DATE:	<b>MM/DD/YYYY</b>		
GROUP NAME:	<b>Company or Organization Name</b>		
GROUP ID:	<b>#####</b>	PAYOR ID:	<b>PACLF</b>
Fully insured and underwritten by: Pacific Life & Annuity Company		XXXXXXXXXX	

For Members	
Contact Member Services:	<b>855-810-3301</b>
Search for Providers & Access Online Services:	<b><a href="http://www.pacificlife.com/dental">www.pacificlife.com/dental</a></b>

For Providers	
Provider Inquiries:	<b>855-934-9813</b>
Submit Claims Online:	<b><a href="http://www.pacificlife.com/providers">www.pacificlife.com/providers</a></b>
Mail Dental Claims to:	<b>PO Box 2011 Milwaukee WI 53201</b>

Plans subject to regulation by the Department of Insurance. 

### Why is having my ID card helpful?

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 may be asked 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. In your portal, use the provider search link on the dental details page available within the Benefits tab. You can also find the provider search link at [www.pacificlife.com/dental](http://www.pacificlife.com/dental).

Don't see your dentist listed? You can nominate your dentist for network membership at [www.pacificlife.com/dental](http://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 including Dental Benefit Providers, Inc., CONNECTION Dental, MaximumCare, DentaNet (AL), Solstice, and Premier Dental (MN), 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 contact Pacific Life at (855) 934-9813 to verify their network participation.
3. Call us at (855) 810-3301 to request that we contact the dental provider directly.

### **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 subsidiary Pacific Life & Annuity Company. Insurance products can be issued in all states, except New York, by Pacific Life Insurance Company and in all states 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.

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