

## GRIEVANCE PROCESS NOTICE

Dentegra is committed to quality throughout the dental benefit process. If you have any questions about any services received, we recommend that you first talk with your dentist. If you continue to have concerns, please feel free to contact us or print and complete a grievance form.

### Step 1: Talk to your dentist

We urge you to communicate directly with your dentist if you are dissatisfied with the service he or she provided. We are confident your dentist will welcome the opportunity to address your questions and concerns.

### Step 2: Call Dentegra

If you are still dissatisfied after speaking with your dentist, or have questions about your plan and claims payment, please call Customer Service for assistance. A Customer Service representative will assist you Monday through Friday between 8:00 a.m. and 8:00 p.m., Eastern time. If the Customer Service team is unable to resolve your concerns to your satisfaction, you may file a formal grievance.

### Step 3: Complete a Grievance Form

You may file a grievance in several ways:

- In writing: You may download, print and complete the grievance form via the following link: [Dentegra Grievance Form](#) then mail the form to the address provided on the form. Contact customer service at 877-280-4204 to request a copy of the grievance form be mailed; or email customer service at [customerservice@dentegra.com](mailto:customerservice@dentegra.com) to request a copy of the form. Request a copy of the grievance form from your provider.

Mail or email your written grievance to Dentegra:

Dentegra Insurance Company  
PO Box 1850  
Alpharetta, GA 30023-1850  
[customerservice@dentegra.com](mailto:customerservice@dentegra.com)

- Verbally: You may call customer service at 877-280-4204 and ask the Customer Service representative to take your grievance over the phone.

Include the following information with your grievance:

- Your name and enrollee identification number.
- Your dentist's name.
- A detailed written description of your concern so that we may fully understand and respond to it. Include documentation, such as receipts or treatment records that will help or support your concern.

Dentegra will send you a written determination within 30 days of receipt of your grievance. Submissions involving severe pain and/or imminent and serious threat to your health will be reviewed immediately and responded to within three days of receipt.

Some states may allow you to file your grievance directly with the State Department of Insurance. Check with your state to determine if this is an option available to you.