



# Benefit Highlights

## Plus Plan

### Welcome to Altus Dental

This flyer highlights your dental benefits and explains how your Plus plan works. At Altus Dental, we pride ourselves on providing our members with excellent customer service. We look forward to providing you and covered family members with dental insurance. When your coverage begins, we will send you an ID card and a Certificate of Coverage.

### How to Contact Us

#### USING THE INTERNET

Once you're a member, you can access your account information online 24 hours a day, 7 days a week at [www.altusdental.com](http://www.altusdental.com). You can also visit our website to look up a participating dentist.

#### INFOLINE

1.877.223.0588

InfoLine, our automated telephone information system, is also available 24 hours a day/7 days a week. Use InfoLine to listen to your specific benefit information over the phone.

#### CUSTOMER SERVICE

1.877.223.0588

Monday – Friday  
8 a.m. to 5 p.m., ET

Our Customer Service representatives can answer questions on any aspect of your dental plan and resolve problems.

### CITY OF WORCESTER – LOW PLAN OPTION

**The annual maximum is:** \$1000 per member per calendar year  
**The annual deductible is:** \$50 per individual / \$150 per family  
**The maximum lifetime cap is:** Unlimited

#### Pretreatment estimates are recommended for underlined procedures.

##### **Plan pays 100%; Member Coinsurance 0%**

- Two oral exams per calendar year
- Two cleanings per calendar year
- Fluoride treatment for children under age 19 twice per calendar year
- One set of bitewing x-rays per calendar year
- One complete x-ray series or panoramic film every 36 months
- Single x-rays as required
- Sealants for children under age 16, once per unrestored permanent molar every 36 months
- Space maintainers for lost deciduous (baby) teeth, replacement limited to once every 60 months

##### **Plan pays 80%; Member Coinsurance 20% Deductible Applies**

- Palliative treatment (minor procedures necessary to relieve acute pain) twice per calendar year
- Amalgam (silver) fillings; composite (white) fillings on front teeth only. For composite fillings on back teeth, the plan pays what would have been paid for an amalgam filling. Patient is responsible for the balance up to the dentist's charge.
- Brush biopsies
- Extractions and other routine oral surgery not covered by a patient's medical plan
- General anesthesia or intravenous (I.V.) sedation for complex surgical procedures
- Root canal therapy
- Repairs to existing partial or complete dentures once per calendar year
- Recementing crowns or bridges
- Rebasing or relining of partial or complete dentures; once every 60 months
- Periodontal maintenance following active therapy – two per year
- Root planing and scaling once per quadrant every 24 months
- Osseous (bone) surgery once per quadrant every 24 months (bone grafts excluded)
- Gingivectomies; once per site every 24 months
- Soft tissue grafts; once per site every 60 months
- Crown lengthening; once per tooth every 60 months

**Dependent Coverage** – Dependent children are covered up until the end of the month that they turn age 19. Dependent children who are full-time students over age 19 are covered as long as they stay in school or up until the end of the month that they turn age 25.

## Know How Your Plan Works

Dental insurance helps you pay for the most common dental procedures. And, it's important to understand how your Altus Dental Plus plan works so you can get the most from your dental plan.

### How does the plan work? It's easy when you use participating network dentists.

The preferred provider network includes many of the dentists in your area, delivering easy access to care for you and your covered family members. We are the largest Preferred Provider Organization (PPO) in Massachusetts and Rhode Island. All our dentists must pass our rigorous credentialing process, so you know it's care you can count on. We also offer access to dentists nationwide through the CONNECTION Dental network. If your Altus Dental ID card displays the CONNECTION Dental logo, then you have access to one of the nation's largest dental networks with more than 51,000 dental office locations.

## Finding a dentist



### Your Current Dentist

If you already have a dentist, simply ask if he or she participates with Altus Dental. If your dentist isn't in the network yet, please let us know. We are actively recruiting new dentists to the network.

[www.altusdental.com](http://www.altusdental.com)

Just log on to our website and use our online dentist directory to find a dentist in a location that's convenient for you, or to check if your dentist participates. You may search by name, location or specialty. Remember, if your card displays the CONNECTION Dental logo, this means you have access to a national network and can search for a dentist or specialist in all 50 states. Our directory will provide you with the names and addresses of all the dentists that meet your search criteria, as well as maps and driving directions.

### Members Online

Once you're enrolled, Members Online helps you manage your dental benefits with ease. Designed especially for our members, this feature allows you to verify your specific benefit and eligibility information, research the status of a claim or look for a participating dentist. You can also create your own personal Claim Activity Statement and instantly print a copy of your ID card.

## Maximize your coverage with a participating dentist.

### In-Network Care

When you receive care from a participating dentist, your out-of-pocket expenses will be less. That's because the dentist has agreed to accept the allowance as full payment, minus your coinsurance and any applicable deductibles – which means no “balance” billing. Just show your ID card and you're done – it's that simple! Participating dentists will handle all the paperwork and inquiries directly with us. We will also pay the dentist directly.

### Out-of-Network Care

You also have the freedom to receive care from dentists who do not belong to the network. If you go to a non-participating dentist, you'll be reimbursed at a usual and customary level, which most dentists accept as payment in full, after any applicable deductibles or coinsurance.

*Claims and correspondence should be sent to:*

**Altus Dental**

**P.O. Box 1557**

**Providence, RI 02901-1557**

**Thanks for choosing  
Altus Dental – we look forward  
to providing you and any  
covered family members  
with quality dental benefits.**