

Great News!

New for Sun Life Financial Group Dental

In an effort to continually provide you with the best resources to maintain your oral health, your dental PPO plan now comes with the Aetna Dental® Access Network!¹ You now have access to a greater number of dental providers, lower out-of-pocket costs, and long-term plan savings.² You'll be receiving a new dental ID card soon - present it to your dentist at your next visit, and destroy the old card.



Here are the answers to a few questions often asked when changing networks:

▶ **How do I know if my dentist is in the new network?**

To determine whether your current dentist is in the new network, go to ebg.sunlife.com. Click on Find a Provider, then Dentist. From the list of networks, select Aetna Dental® Administrators. Follow the prompts to define your provider search. You can search for your dentist by last name, speciality, zip code, etc.

▶ **What if my dentist is not in the new network?**

You are not required to change dentists. However, to take advantage of in-network discounts you must visit a dentist that participates in the Aetna Dental® Access Network. If your dentist is interested in joining the Aetna Dental® Access Network, let your HR professional know.

▶ **How do I change dentists?**

You are not required to notify us of which dentist you're using before going to the first appointment. Simply follow the instructions above to find a dentist in your area and schedule an appointment. All providers are 100% Open Provider Offices, which means they continuously accept new patients.

▶ **What if I've already scheduled or begun a dental procedure? Will it be covered?**

Any work begun after the effective date of your dental plan renewal will be considered under the structure of the new plan. See your HR professional for details. If your current dentist is *not* in the Aetna Dental® Access Network, we recommend that you ask for a new pre-determination if the procedure is scheduled for after the effective date.

▶ **What else can I do on the Plan Member site?**

At ebg.sunlife.com, you'll find useful online resources that can help you manage your dental coverage, including:

- Find a Provider locates local dentists quickly and easily
- View Your Explanation of Benefits lets you review the resolution of past claims
- Get the latest in dental health education and tips with Your Dental Health
- Email questions at Ask a Dentist, and receive an answer from a dental health professional within 24 hours

... and more! Services available in English and in Spanish.

▶ **What if I still have questions?**

Call us at (800) 451-2513, 8am - 6pm EST or email us at USWeb_Group_Customer_Service@sunlife.com.

¹ The Aetna Dental® Access network is offered by Sun Life and Health Insurance Company (U.S.) to its dental customers, and is made available through the Aetna Dental® Administrators program, administered by Aetna Life Insurance Company. This network is not the Aetna Dental Preferred Provider Organization (PPO) network. Dental plans provided by Sun Life and Health Insurance Company (U.S.).

² Findings are based on comparison of other network offerings: including sound actuarial and pricing analysis performed by Sun Life and Health Insurance Company (U.S.). Access points, discounts and plan savings vary by location. Findings not substantiated by Aetna. See your SLF representative for more information.

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