

MEMBER SECURE WEBSITE USER GUIDE



CONTACT INFORMATION

BENECARE DENTAL PLANS

615 Chestnut Street, Suite 1001
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Client Services:

800.843.4727

Web address:

members.benecare.com

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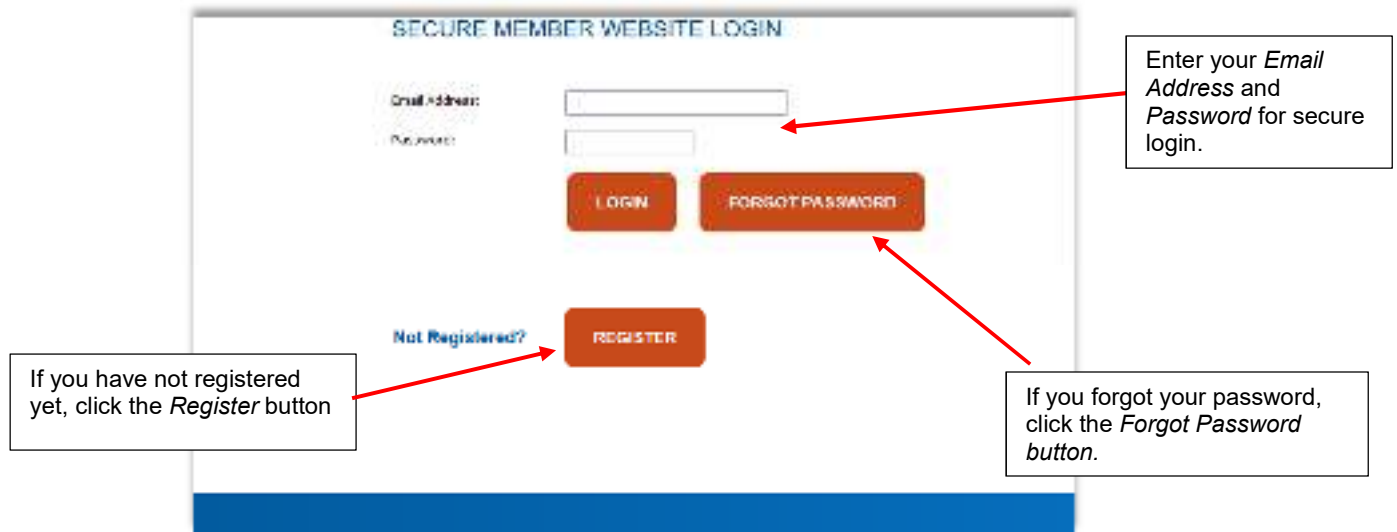
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BENECARE'S SECURE MEMBER WEBSITE

MEMBER LOGIN

BeneCare makes information available through its secure member website located at <https://members.benecare.com>. In order to take full advantage of the information available to you as an active member, you will need to login by entering your email address and your password. The password has to be eight characters in length and consist of both letters and numbers.



MEMBER REGISTRATION

If you have not registered yet, click on the *Register* button from the login page (shown above). Please enter the *Cardholder's SSN, First Name, Last Name, and Date of Birth*. Then, enter the *Security Code* contained in the security image box. Select *Next*. You'll be prompted to answer a series of security questions.



MEMBER LOGIN – FORGOT PASSWORD

If you have forgotten your password, click on the *Forgot Password* button from the login page (shown above). In the screen below, please enter your *Registered Email Address* and *Last 4-digits of the Cardholder's SSN*. Enter the *Security Code*. Click *Next* and answer your security questions. Once completed, BeneCare will send a password reset link to your e-mail address.

The screenshot shows the 'FORGOT PASSWORD' form. At the top, it says 'FORGOT PASSWORD' in blue. Below that, a red instruction reads: 'Please enter your email address and last 4-digits of your SSN'. There are two input fields: 'Email Address' and 'Last 4-digits of SSN'. A red arrow points from a callout box to the 'Email Address' field. Below these fields is a security code image showing '04-1250'. A red arrow points from another callout box to the input field below the image. At the bottom is a red 'NEXT' button.

Enter your *Registered Email Address* and *Last 4-digits of the Cardholder's SSN*.

Enter the *Security Code*. Click *Next* and answer your *Security Questions*.

The screenshot shows the 'FORGOT PASSWORD - SECURITY QUESTIONS' form. At the top, it says 'FORGOT PASSWORD - SECURITY QUESTIONS' in blue. Below that, a red instruction reads: 'Please answer the three security questions below and we'll send a reset password link to the email address on file'. A blue 'PLEASE NOTE:' section follows, stating: 'You have three attempts to answer all of the questions correctly. After three unsuccessful attempts, your account will be locked and you will need to call Client Services to gain access.' There are three questions with input fields: 'What is your grandmother's middle name (your mother's mother)?', 'What is your mother's middle name?', and 'What was the first foreign country that you visited?'. A red arrow points from a callout box to the second input field. At the bottom is a red 'NEXT' button.

Answer your *Security Questions*. Select *Next*. You will be sent a reset password link via email.

MENU SELECTION

The 'members.benecare.com' secure website provides you with a number of resources to help you manage your BeneCare account. You can verify eligibility for you and your dependents; view your treatment history; look up claims; and find participating dentists.



You can easily update the information associated with your account by selecting:


- *Update Contact Info*
- *Change Email Address; or*
- *Change Password*

From the Menu you can also access:

- *Your benefit summary*
- *Inquiry about a claim*
- *Request a temporary or permanent ID card*
- *Authorize a release of your Protect Health Information (PHI)*
- *Locate a participating Dentist*

BENEFITS SUMMARY (PDF)

The Benefits Summary link will take you to a Summary of your Dental Plan Benefits. The Summary will display your annual maximum, in- and out- of network coverage (if applicable), and deductibles.



BeneCare
DENTAL PLANS

BENECARE PENNSYLVANIA

\$1,000.00 Maximum, Without Orthodontic Coverage

DENTAL PLAN BENEFITS SUMMARY

Participating Provider (In-Network Level of Benefits)	Non-Participating Provider (Out-Of-Network Level of Benefits)	Care Category	Procedure Code	Description By Description, Not By List
100%	100%	Diagnosis	90100-00120 90311-00600	Dental examination, diagnostic visits
100%	100%	X-Rays	90200-00330	Complete mouth series, panoramic x-rays, bleeding time, dental x-rays
100%	100%	Preventive	91300-91500	Preventive examinations, oral prophylaxis, space maintainers
70%	70%	Restorative**	92400-02300	The repair of teeth done by the use of amalgam and/or resin restorations
50%	50%	Restorative Crown**	92400-02300	The use of gold, non-precious, or true precious metal to replace teeth or teeth which cannot be restored with fill or composite restorations
50%	50%	Endodontic**	92000-02000	The treatment of the diseases of the nerve of the tooth
50%	50%	Periodontic**	94100-94200	The treatment of the supporting tissues of the teeth, gums and underlying bone, with either surgical or non-surgical procedures before restorations
50%	50%	Prosthodontic Removable**	92700-92800 92900-94000	The replacement of missing teeth by the use of a removable appliance
50%	50%	Prosthodontic Fixed**	92000-02000 92100-02200	The repair or modification of existing removable and/or fixed appliances so that they can continue to be serviceable
50%	50%	Prosthodontic Fixed**	96300-96400	The use of gold, non-precious, or precious metal to replace a missing tooth or teeth, which cannot otherwise be restored with a removable appliance
50%	50%	Extraction**	91800-01710 91250-01500	The extraction, either simple or surgical, of either a single tooth or multiple teeth, the clasping of bone ridges, the removal of teeth and alveolar, etc.
50%	50%	Extraction**	91220-01240	The surgical removal of teeth partially or fully covered by bone
0%	0%	Orthodontic	98000-02000	The straightening of teeth for dental health reasons
50%	50%	General Services**	98000-02000	All other subjective general services as coded in the American Dental Association (ADA) Current Dental Terminology, which are not included in the specific categories list that are covered services

DEDUCTIBLES AND MAXIMUMS

Participating Provider (In-Network Level of Benefits)	Non-Participating Provider (Out-Of-Network Level of Benefits)	
\$1,000.00	\$1,000.00	Annual Maximum Per Individual
\$0.00	\$0.00	Annual Deductible Per Individual
\$0.00	\$0.00	Annual Deductible Per Family
\$0.00	\$0.00	Orthodontic Lifetime Maximum Per Individual

Benefit Year Effective Date: 01

As used herein, "Annual" means the benefit year in which dental care services are performed.

* For those subscribers and their families electing to be served by a non-participating provider, submitted claims will be processed at any time during the benefit year and reimbursements will be made at the level of coverage listed under "Non-Participating Provider (Out-Of-Network Level of Benefits)" and in amounts up to the schedule of allowances paid to a participating provider. Payments will be limited to the individual annual maximum listed above or that portion of the individual annual maximum, which may be remaining if care had previously been provided during the benefit year by a participating provider, subject to the plan's deductibles and standard exclusions and limitations.

** Care Category(ies) of coverage the deductible applies to.

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CLAIM INQUIRY

The 'Claim Inquiry' tool lets you search for claims submitted for you and your dependents within a given date range. To begin your search, please enter both a start date and an end date, during which your treatment occurred. Choose a sort order (oldest first or newest first) and the number of claims to display per page. Once you have successfully completed entering the search criteria, press 'Search'.



The screenshot shows a web interface for a 'Claim Inquiry' search. On the left is a blue sidebar with a list of navigation links. The main content area contains instructions: 'To learn your history, please enter both a start and end date to reveal which your treatment occurred. Choose a sort order (oldest first or newest first) and the number of claims to display per page. Then, just click submit.' Below this are input fields for 'Start Date' (11/1/2019), 'End Date' (11/1/2019), and 'Claims per page' (10). A 'Submit' button is highlighted with a red arrow pointing to it. A callout box on the right says 'Click to access your claim history'. Below the search fields are fields for 'First Name', 'Last Name', and 'Member ID', and a 'Go' button.

Click to access your claim history

The results of the claim inquiry search will display a list of general claims information. Click on the claim number to view the details of that particular claim.

CLAIM DETAILS



The screenshot shows the results of a 'Claim Inquiry' search. The page title is 'Claim Inquiry'. Below the title are instructions: 'The Claim Inquiry page allows you to view claim information for a given date range. To begin, enter a date range, select a sort order, and a number of claims to display per page. Then, click on the claim number to view the details of that particular claim.' Below this are input fields for 'Start Date' (11/1/2019), 'End Date' (11/1/2019), and 'Claims per page' (10). A 'Submit' button is highlighted with a red arrow pointing to it. Below the search fields are fields for 'First Name', 'Last Name', and 'Member ID', and a 'Go' button. Below these fields is a table with columns: 'Claim Number', 'Claim Status', 'Plan Name', 'Period', and 'Member ID'. The first row of the table is highlighted with a red arrow pointing to the 'Claim Number' cell. A callout box on the right says 'Click on claim number to display the details of your claim.' Below the table are fields for 'First Name', 'Last Name', and 'Member ID', and a 'Go' button.

Click on claim number to display the details of your claim.

REQUESTING TEMPORARY OR NEW ID CARD

The *'Temporary ID Card'* option allows you to print a temporary ID dental card. You can use the temporary ID card until you can receive a replacement.

You will receive a permanent card in the mail after signing up for one of BeneCare's Dental Plans. If you do not receive your permanent card within two weeks of your effective date, please contact BeneCare Dental Plans by calling 800.843.4727 or choose the option *'Request New ID Card'*. After verifying your account information and re-entering your password, you'll be able to request a new ID card to be mailed to you.



The screenshot shows a web interface for requesting a new ID card. At the top, there are navigation links for 'Members', 'Dentists', 'Plan Sponsors', and 'Broken'. A blue sidebar on the left contains a menu with items like 'My account', 'My account information', 'My account settings', 'My account preferences', 'My account security', 'My account support', 'My account history', 'My account documents', 'My account settings', 'My account preferences', 'My account security', 'My account support', 'My account history', 'My account documents', 'My account settings', 'My account preferences', 'My account security', 'My account support', 'My account history', 'My account documents'. The main content area is titled 'Request New ID Card' and includes a red warning: 'Please verify the information below, prior to submitting your request for a new ID card:'. Below this, there is a 'Current Contact Information' section with a text input field. A checkbox is present with the text: 'I have verified the information below and it is correct. I understand that I will be responsible for the accuracy of the information provided below.' Below the checkbox, it says 'For security purposes, please re-enter your password.' There is a 'Password' label and a text input field. At the bottom, there is a button labeled 'Request New ID Card'.

Click here to request a new ID card.

DENTIST LOCATOR

The Dentist Locator tool enables you to find dentists who participate in your plan. Use this tool when you would like to view participating dentists or locate a participating specialist. You may search for participating dentists within a given radius (i.e. zip code or city/state). Simply enter the geographic filter criteria desired and press search.

Dentist Locator

View participating dental professionals in your locality, or search by city/state.

SEARCH BY ZIP CODE:

1. Enter the desired ZIP code.
2. Select the distance or radius around the ZIP code you'd like to search.
3. Select the type of dentist or "All Dentists" from the Specialty pull-down menu.
4. Hit the "Search" button to submit.

SEARCH BY CITY:

1. Select the city you'd like to search from the pull-down menu.
2. Select the type of dentist or "All Dentists" from the Specialty pull-down menu.
3. Hit the "Search" button to submit.

Search By Zip Code/Radius:

Zip Code:

Radius: Miles

Specialty:

Search By City:

City:

Specialty:

CHECK WITH YOUR DENTIST:

It's always a good idea to check with your dentist, your insurance carrier, or your employer to make sure you are eligible for dental services. You may also want to check with your dentist to make sure they are participating in your plan. You can also check with your insurance carrier to make sure you are eligible for dental services. You can also check with your employer to make sure you are eligible for dental services.

Learn More: [Click Here](#)
Email: info@beneplans.com
Phone: (800) 843-4727

Choose to search by zip code/radius or city/state and click here.

If you need any further assistance with our secure website, please call 800.843.4727, and a BeneCare Client Services Team member will be happy to assist.

PHI AUTHORIZATION

BeneCare's Privacy Policy keeps your personal health information secure. If you allow BeneCare Dental Plans to release your protected health information to your plan sponsor, we ask you to complete the 'PHI Authorization' release form. Please select '*I authorize BeneCare Dental Plans to release my protected health information to my plan sponsor*'. Re-enter your password. Then, click '*Grant Authorization*'.

The screenshot shows the BeneCare Dental Plans website interface. At the top, the BeneCare logo is displayed above the text 'DENTAL PLANS'. Below this is a navigation bar with links for 'Members', 'Dentists', 'Plan Sponsors', and 'Bloggers'. On the left side, there is a vertical menu with various links such as 'General Info', 'Dental Health Information', 'Insurance Claims', 'Member Info', 'My Account', 'Health Insurance', 'Unlink Contact Info', 'Security Settings', 'Change Email Address', 'Change Password', and 'Logout'. The main content area is titled 'Authorization to Release Information'. It contains a paragraph explaining the purpose of the form and a section for 'Authorization to Release Information' with a form field for the plan sponsor's name. Below this is a checkbox for 'I authorize BeneCare Dental Plans to release my protected health information to my plan sponsor'. A security prompt asks the user to re-enter their password, followed by a 'Grant Authorization' button. A red arrow points from a text box on the right to this button.

Authorization to Release Information

Currently, you have not authorized us to release your protected health information to your plan sponsor. If you would like to authorize us to release your protected health information to your plan sponsor, please check the checkbox on the bottom of this page, re-enter your password, then click **Grant Authorization**.

Authorization to Release Information

I authorize BeneCare Dental Plans, on behalf of the plan sponsor(s), to release my protected health information to _____ and their designated representatives. I authorize the release of information referred to the provider of such services to be used for the purpose of such services.

I understand that this authorization to release information is voluntary and is not a condition of coverage or the receipt of any benefits or services. I understand that if the person or organization I authorize to receive the information described above is not subject to federal health information privacy laws, then my authorization of the protected health information described above may not apply to protected health information that is not subject to federal health information privacy laws. I understand that I may revoke this authorization at any time.

I authorize BeneCare Dental Plans to release my protected health information to my plan sponsor.

For security purposes, please re-enter your password:

Password:

Grant Authorization

Click here to authorize a release of your health information to your plan sponsor.

Your authorization will remain in effect until you choose to have it revoked. Please call our Client Services team 800.843.4727 for assistance.

It is recommended that you '*log out*' of the Secure Website after each session to maintain data security.