

GROUP FAQs: Dental Select Group Rewrite

Dental Select's acquisition by Ameritas Life Insurance Corp. requires that all insured policies be rewritten from Chubb to Ameritas paper. Ameritas Life Insurance Corp. "Ameritas" will be the sole insurer and underwriter of the policy Dental Select administers starting on January 1, 2021.

This means the current Chubb policy for your group will be terminated on December 31, 2020 and replaced with an updated policy which will continue to be administered by Dental Select and insured by the new carrier, Ameritas. To help effectuate this change, we ask that all groups provide a new signed Ameritas application.

What do I need to do?

You will receive a DocuSign email from "rewrite@dentalselect.com" sometime between October 12th - October 19th. Select the link within the email to access the pre-populated application. Review the contents for accuracy and then digitally sign and submit.

How will this affect my renewal in 2021?

With the extra effort required for the rewrite we've decided to apply a **complimentary 12-month rate hold** on all standard group renewals within 2021. Groups requesting plan or benefit changes will be reviewed separately.

For Example: Let's say your group's upcoming renewal date is November 1. In 2020, rates will be reviewed and potentially adjusted with our normal process. As part of this rewrite, your group would not get a rate increase on November 1, 2021 and will instead keep your 2020 rates until the next scheduled renewal in 2022.

What if I don't receive the email?

Your broker will receive the initial email from DocuSign and will complete their portion and signature. Brokers will receive an email for EACH of their Dental Select groups, so it may take a couple of days for them to complete yours. Once they have submitted your group's application, it will be redirected to you to complete your portion and sign. Keep an eye out and check your junk mail. If you do not receive the application by October 19th, contact your broker or Dental Select representative immediately.

What if the information on the application has changed?

The pre-populated information is what is recorded in our system and only certain contact information can be updated during this process. Please update the information as needed. You can update other contact and billing information by logging into the Dental Select Portal or by contacting a Dental Select Customer Care representative.

When does this need to be completed?

We ask that all applications be signed and submitted by November 13th, 2020.

How will I know you received my application?

Once you have completed and submitted the application you'll receive an email confirmation from DocuSign with a link to download the completed application for your records.

What if I need to make changes to a plan?

Plan changes must still be made according to the standard renewal guidelines. The new application is only to authorize the transition from Chubb to Ameritas and does not affect your renewal date. Plan changes should be coordinated through your Broker or Dental Select Sales Representative.

Can I submit this off-line, or scan and email?

No. Only applications submitted through DocuSign will be accepted. Using the DocuSign platform allows us to include the required application information for you as well as accurately track its progress in a timely manner. We've set up internal processes to streamline this effort and adhere to the required timeline.

Will members receive new ID Cards?

Only upon request. ID Cards will still be branded as Dental Select and contain the same information as they do today with the exception of updating the cards to reflect Ameritas as the sole insurer and underwriter. This change does not affect the details of your plan, the network status of your dentist, or how your claims are paid. Nor does it affect your access to Dental Select's web portal, mobile app, or any of our contact information.

Where can I find my new policy documents?

Groups will be mailed a packet containing their updated policy, state required documents, and instructions for ID cards no later than 30 days after we receive a signed application, but no later than December 1st. This same documentation will also be posted to the Dental Select portal after December 31st.

Once the packet is received is there anything I need to do?

Yes. Included in your mailed packet are your new policy documents that will be effective January 1, 2021, and an Application Acceptance form that we ask you sign and date and then return to Dental Select in the included postage-paid envelope.