

## **Customer FAQs for UHC.com**

### **Who is SmileDirectClub?**

SmileDirectClub is the pioneer of doctor-directed, remote invisible aligner therapy, offering an at-home treatment option for mild to moderate orthodontic care. Founded in 2014, SmileDirectClub represents 95% of the doctor-directed at-home invisible aligner industry. They have helped more than 400,000 people transform their smiles – with 225 SmileShop locations and counting. SmileDirectClub joined UnitedHealthcare’s national dental network as a virtual dental provider in April 25, 2019.

### **What services does SmileDirectClub provide?**

SmileDirectClub offers invisible aligner therapy to straighten smiles, which includes a 3D digital scan or at-home dental impression kit, a series of custom-made BPA-free clear plastic aligners, a professional quality teeth whitening kit, and virtual check-ins performed by duly licensed orthodontists and dentists.

### **What do UnitedHealthcare members get as part of their dental plan with SmileDirectClub?**

Employees in a qualified dental plan with orthodontic benefits will get exclusive pricing and services. With their plan, they may pay \$1,000 or less for SmileDirectClub services compared to their standard cost of \$1,850. This includes:

- Exclusive network savings. (\$200 savings)
- 3D scan at a SmileShop or an at-home impression kit for \$0 with rebate. If an impression kit is mailed to their home, they will receive the kit at no additional cost if aligners are purchased. (\$49 savings)
- 1 set of retainers at no additional cost with subscription. (\$99 savings)
- 4-pack of **bright on™** premium teeth whitening. (\$50 savings)

### **Is SmileDirectClub available in all states?**

Yes, SmileDirectClub is available throughout the U.S.

### **Is SmileDirectClub available with any dental plan?**

SmileDirectClub is a new virtual provider in UnitedHealthcare’s Preferred Provider Organization (PPO) networks as part of UnitedHealthcare’s PPO and In-Network Only (INO) dental plans. Similar to other UnitedHealthcare orthodontic PPO providers, SmileDirectClub services will be covered as long as orthodontic benefits are covered by the employee’s dental plan and the employee has orthodontic benefits remaining. The SmileDirectClub network discounts will not apply if the employee’s plan does not include orthodontic benefits for their age group or if they have exhausted their orthodontic benefit.

### **To use SmileDirectClub, do I need to have orthodontic coverage?**

Yes, orthodontic coverage is required in order to receive exclusive pricing and receive a benefit payment toward SmileDirectClub invisible aligners.

### **Is SmileDirectClub a separate orthodontic benefit?**

No, SmileDirectClub is a new orthodontic dental provider in the UnitedHealthcare network, which offers many members with orthodontic coverage a new orthodontic care option designed for affordability.

### **Is there an extra charge to add the SmileDirectClub benefit?**

No, if a qualified dental plan currently has orthodontic coverage, then SmileDirectClub will be available as a network provider option. Groups with no orthodontic coverage can consider adding orthodontic coverage to their plan offering and then be able to access SmileDirectClub as a network provider.

**Are there age restrictions to use SmileDirectClub as an orthodontic provider?**

All dental plans with orthodontic coverage have specific age ranges and maximum limits. Most plans with orthodontic coverage cover children up to age 19 or include coverage for both children and adults. SmileDirectClub's minimum age requirement is 12 years old, and customers must have all permanent teeth. For patients under the age of 18, SmileDirectClub requires a parent/guardian signature on the Medical/Dental History Form provided during the evaluation step. In addition, parents/guardians are encouraged to remain actively engaged in their covered dependent's treatment.

**Can SmileDirectClub be used for orthodontic services for pediatric essential health benefits?**

No, SmileDirectClub cannot be used for orthodontic services for pediatric essential health benefits under the Affordable Care Act (ACA). Unlike traditional orthodontic coverage on employer group plans, the ACA plans limit orthodontic coverage to more severe pediatric orthodontic care needs. There is no coverage for mild to moderate orthodontic care under ACA-approved plans.

**What information must I provide to SmileDirectClub to determine if I qualify for benefits on my UnitedHealthcare dental plan?**

You may share your last name, first name, and date of birth in order for SmileDirectClub to confirm benefits with UnitedHealthcare. You may also share your subscriber ID number. SmileDirectClub complies with all applicable data privacy laws and regulations.

**If an employee uses their orthodontic benefit with SmileDirectClub, will they also be able to use their traditional orthodontic benefit?**

Receiving SmileDirectClub services may result in utilizing most or all of the lifetime orthodontic benefit. Conversely, if an employee already utilized their orthodontic lifetime maximum in the past with UnitedHealthcare, they would not have benefits to use for SmileDirectClub.

**How will my employees be billed by SmileDirectClub?**

SmileDirectClub will work with the employee to collect their coinsurance or copayment similar to all PPO providers. As a PPO network provider, SmileDirectClub will file the claim and wait for the portion paid by the dental plan.

**How does UnitedHealthcare pay SmileDirectClub claims?**

Similar to all network providers, claims can be paid either electronically or manually based on the manner of claim submission and the provider's preferred payment model.

**How long do SmileDirectClub services last?**

The average customer's treatment plan lasts 6 months. The licensed dentist or orthodontist assigned to each case will determine the appropriate course of treatment. Similar to some other orthodontic care, individuals will need to wear retainers after completing treatment to maintain their new smile.

**Who is a good candidate for SmileDirectClub?**

SmileDirectClub's invisible aligner treatment is best for people with mild-to-moderate tooth crowding, rotations and gaps. Severe tooth crowding and spacing, significant jaw misalignments and large open bites are generally not recommended for treatment.

SmileDirectClub has a network of 240 licensed dentists and orthodontists reviews each case and determines whether the individual is a candidate. It is recommended that individuals also be up-to-date on their regular dental cleanings.