

BROKER BRUSH UP

April, 2022

To our broker partner community,

Spring is finally upon us (thankfully) and at Dental Care Plus/DentaQuest we are excited about the changes we have implemented in 2022! We continue to listen to your feedback on how Dental Care Plus/DentaQuest can move towards our goal of exceeding your expectations. I want to personally thank everyone who recently submitted responses to the broker survey. Your comments provide invaluable feedback that will allow us the opportunity to employ strategies moving forward resulting in an enhanced partnership. We look forward to sharing how we plan to address your survey feedback in the coming months.

As we move through the second quarter of the year, we want to ensure we are continuing to deliver value by making it easier to do business with us. Take a look at how we are delivering on this promise:

- **Increased targeted communication to our constituents**
 - We continue to improve communications to our provider and broker partners by advancing the processes and tools used by each to deliver a positive experience for our members.
 - Development has begun on a standardized broker reporting package which will give insight and a deep dive into the metrics you are most curious about. Look forward to more information on this as we move through 2022.
- **Allowing the migration of groups from HMO to PPO products**
 - Did you know we have multiple PPO options at different price points for groups who wish to move from their current HMO product?
 - While HMO products are not going away, a PPO plan may be a great option for groups whose members want increased flexibility including in- and out-of-network benefits.
 - Groups do **not** have to wait for their renewal date to migrate. **We only ask for a 60-day advance notice to deliver an ideal customer experience.**
- **Expanding our team**
 - For the past 6 months, we have worked to build a dedicated support team for you and our clients.
 - With the recent addition of [Jennifer Nevin](#), Account Manager and [Jack Graham](#), Senior Sales Representative, both of whom are experienced employee benefit professionals, we are excited to share that our [Sales and Account Management teams](#) are ready to serve you.
 - As a reminder, in lieu of brokers calling our customer service contact center, our local, dedicated Account Managers are here to answer any questions you have with regard to your in-force clients. If you are unsure who your specifically assigned Account Manager is, please let us know by [emailing me directly](#).
- **Reminders!**
 - Updated [shelf rates](#) and [bonus offerings](#)
 - Our expanded shelf rates now cover up to 99 eligible lives and you can earn up to \$1,000/group for selling 51-99 shelf rated business!
 - We will continue to offer a 5% price decrease in shelf rates across the board through Dec. 31, 2022. (This reduction is included in the shelf rates referenced here [and on our website](#).)
 - [Relaxed underwriting guidelines and product enhancements](#)
 - Our updated underwriting guidelines make it even easier to qualify for Dental Care Plus Group plans.
 - Groups can take advantage of our relaxed participation guidelines and our extended dependent age limits (no more full-time student requirement).
 - Preventive care charges will no longer accumulate towards our member's annual maximum for all new business sales. We are excited to offer this benefit as a differentiator and to uphold our corporate mission of **Preventistry**.

As we mentioned above, please do not hesitate to reach out to your dedicated Sales Rep or Account Manager with any questions you have.

We genuinely thank you for allowing us to better serve you. We are grateful for your feedback and look forward to our continued mutually beneficial partnership.

Jennifer

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