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IMPORTANT NOTICE

Operational Improvements to Serve You Better

To our broker community,

As a team that is deeply committed to your success, we are always thinking about how we can be a better partner to you. This is why we were so thrilled to kick off the year with our inaugural broker advisory council sessions. In these forums, members of the broker community offered us candid feedback on areas for improvement and growth. We are currently moving forward with speed to put this invaluable guidance into action.

Following are a few of the immediate operational improvements we are rolling out in 2022 based on broker feedback:

- **Updated shelf rates for easier selling**
 - From now through Dec. 31, 2022, we are reducing our current competitively priced **Dental AND Vision shelf rates** by 5% across the board
 - Expanding **shelf rates** to cover up to 99 eligible lives
 - Earning potential up to \$1,000/group for **selling!**
- **Relaxed underwriting requirements for increased access to care**
 - Decreases participation requirements which allows more groups to enroll
 - Extends dependent age limit to age 26 with no student requirement which enables dependents to stay on the plan longer
- **Improved preventive care benefits for better oral health**
 - Preventive care benefits no longer apply to the annual maximum
 - Provides members with access to care without concerns of financial impact in support of our mission to improve the oral health of all
 - You can expect more details to follow shortly
- **Expanded team for more dedicated, personal service**
 - We recently welcomed industry veteran, **Mary Meyer**, to DCPG as Director of Growth Strategies who will lead the new business experience improvements for all of our constituents
 - As we continue to grow our team, you can expect to receive more consistent communications and enhanced hands-on consultative services - please visit the **Meet the Team** page for details

We truly appreciate every piece of feedback you provide to us. Our goal is to make doing business with us easier, and your input is critical to ensure we hit the mark. This is why we are opening up the discussion to all brokers. You should have received a survey where you can voice your needs and concerns, and provide feedback on how we are doing today and how we can do better tomorrow. If you have already responded, thank you! We look forward to reviewing your responses, and using them to inform the next set of improvements we bring to you.

In the meantime, if you have any questions about the advances outlined above, please do not hesitate to reach out to your dedicated sales representative or account manager.

As always, I thank you for your patience and partnership. We are grateful for the opportunity to serve you and dedicated to providing a better overall experience every day.

Jennifer

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