

BROKER BRUSH UP

June, 2022

To our broker partner community,

Summer is upon us and we are entering into another successful month here at Dental Care Plus Group. As you may have seen, we started off the month of June with the closing of the [Sun Life acquisition](#). This exciting new partnership with Sun Life combined with our efforts to deepen relationships with our broker partners will help us deliver greater value to you and your customers.

The feedback and direct communication we have had with our broker partners has been instrumental in introducing updates and improvements, specifically the broker survey we issued in April. Take a look at what we've been working on this past month.

June Updates:

Thank you again to all who participated in the broker survey. Based on the top issues addressed, we have implemented the following enhancements:

- **Customer service responsiveness:**
 - We are excited to have resolved one of the largest concerns we heard from you – our IVR and contact center transfer process. Members will now be transferred appropriately to departmental experts and can feel confident they are speaking to a knowledgeable DCPG dedicated customer service representative.
 - As a reminder, members and providers can call the customer service numbers at (800) 367-9466 (toll-free) or (513) 554-1100. Our broker partners are encouraged to call their account manager or sales representative with questions.
- **Network access:**
 - We recently began a successful win-back campaign with former providers. Since the start of the campaign, we have re-credentialed 40+ providers and increased our network by more than 3 percent. These efforts will continue throughout 2022.
 - We continue to examine opportunities to reinvest with our providers through quality and fee schedule initiatives for key providers critical to our membership.
- **Value for price:**
 - We understand your members want high-quality and affordable products. Here's how we have implemented a few changes that align our value and price:
 - Eliminated preventive services accumulating towards the annual maximum for new sales effective April 2022.
 - Removed full-time student requirements. All dependents now covered to age 26.
 - Allowing HMO to PPO migration off cycle
 - Lowered dental shelf rates by 5%
 - Lowered Avesis Vision shelf rates by 5%
 - Extended shelf rate availability from 50 eligible to 99 eligible
- **Portals and technology:**
 - Enhanced portal experience and streamlined services are at the top of our list of improvements for you and our members. Our goal of the Sun Life merger is to allow us additional scale and opportunities to invest in technology. We look forward to sharing our planned improvements soon.

Resources and Reporting

- **Broker Checklist:** Now on [dentalcareplus.com](#), you can find a [broker checklist](#) with helpful tips and tricks for a more seamless customer service experience for both you and your clients.
- **Broker Reporting:** We have recently introduced our broker reporting package providing you a better understanding of how your block of business is performing. The robust report includes:
 - Trend data (benefits, preventive services utilized, etc.)

- o New and terminated group data
- o Loss ratios by block of business
- o Utilization data
- o Disruption data
- o And, much more!

New Faces

As we mentioned last month, we are excited to share that the DCPG team is complete and ready to serve you. While you interact with account managers and sales representatives, we also want to introduce you to staff members who work behind the scenes to deliver a seamless experience. This month we are highlighting **Priyanka Kandhari** MSQM (Business and Health Analytics), MPH, DDS, CPH, DCPG's Analytics Lead.



Priyanka is a results-focused healthcare professional, with over 20 years of experience in clinical and non-clinical dentistry. She uses her clinician background to provide value-based, holistic reporting that enhances our Preventistry efforts. Her experience is helping DCPG expand our vision beyond treating symptoms and in turn, treating the person.

Thank you again for allowing us to better serve you. Please do not hesitate to reach out to your dedicated account manager or sales executive with any questions you have. We are grateful for your feedback and look forward to our continued partnership.

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