

Dental Wellness Partners  
Frequently Asked Questions

## Introduction to Dental Wellness Partners

Dental Wellness Partners (DWP) is a preferred provider organization of dental professionals that is dedicated to meeting the needs of national employers who want to work with a single network that can serve their employees nationwide. Participating dentists agree to accept the DWP fee schedule as the maximum amount they will charge covered members. DWP is not an insurance company.

Dental Wellness Partners recognizes that the best dental plans are a combination of both the highest quality panel and the most efficient administration. Dental Wellness Partners is affiliated with one of the nation's largest not-for-profit dental benefit companies.

### Benefits of Participation

- Save money on claims services
- Attract new patients to your office
- Access to vision benefits for staff and family
- Discounts from Renaissance Systems and Services (a nationwide electronic claims and service company)
- Access to free continuing education credits

## Frequently Asked Questions About Participation:

### **How do I become a participating dentist in the DWP network?**

Just fill out, sign, and mail the application, along with copies of the requested documents. You can download application forms from our Web site at [www.dwp-llc.com](http://www.dwp-llc.com), or call (866) 335-4892 to receive them in the mail.

### **Can I elect to participate only for specific groups or employers?**

No. The DWP participation agreement applies to all groups that contract with the network.

### **Does the agreement include credentialing?**

Yes. The application form includes credentialing information, and DWP updates this information every four years.

### **What does DWP do with my information?**

Credentialing information is used during the application review process. All information collected as part of the credentialing process is considered strictly confidential by DWP.

### **Should I update my office information with DWP?**

Yes. All dentists, participating and nonparticipating, should keep their dental office records current with DWP. DWP uses the information in its files to report important tax information. Accurate contact information will also ensure that you are contacted in a timely manner if more information is needed to review a claim or payment, which will avoid delaying benefit determinations.

### **Can I use a DBA (Doing Business As) instead of my W-9 business name on claims and in the members' participating dentist directory?**

Yes. When you apply for participation or update your records, please indicate this information to DWP.

### **What if I decide to terminate my participating agreement with DWP?**

Written notification to DWP is required at least 30 days prior to the date of termination. If you choose to terminate your agreement, you are obligated to complete treatment started prior to the effective date of your termination at the fees listed in the DWP fee schedule.

### **Can benefit checks be made payable to a partnership or corporation?**

Yes, for participating partnerships or corporations. To set up or change your payment information you must complete a federal W-9 form. You can download W-9 forms from our Web site at [www.dwp-llc.com](http://www.dwp-llc.com), or call (866) 335-4892 to receive them in the mail.

## **Frequently Asked Questions About Claims Inquiries and Payments**

### **Where do I send my claims?**

Claims should be sent to the member's benefits administrator.

### **How will I be reimbursed?**

The member's benefits administrator will send the payment to participating dental offices. Participating dentists agree to accept the DWP Fee Schedule as payment in full and cannot balance bill the member. The member is responsible for any copayments, coinsurance, deductibles, and payments for non-covered services.

### **How does the dental office verify members' eligibility and benefits?**

Contact information to verify eligibility and benefits can typically be found on the back of a member's benefits identification card. If a member does not have an identification card, dental offices may contact the benefits administrator for the information.

### **Is there a separate fee schedule for specialists?**

No. One fee schedule applies to both general dentists and specialists.

### **How will I be reimbursed for a service that is listed in the fee schedule but is not a covered benefit under a member's plan?**

Participating dental offices agree to accept the fees for all services listed in the DWP Fee Schedule.

### **How will I be reimbursed for a service that is not listed in the fee schedule?**

The participating dentist should charge his or her usual fee. The dentist's usual fee is the fee routinely charged to all patients, insured or noninsured.

### **How often is the DWP fee schedule reviewed?**

The fee schedule is reviewed periodically, no less than once per year, and updated as necessary.

### **Whom do I contact to set up electronic claims submission?**

As an added value, Renaissance Systems and Services (RSS) offers discounts to new customers that are participating with DWP. RSS can submit e-claims to all benefit administrators—even if the dental office doesn't have Internet access—and they offer many easy-to-use, cost-effective services. For more information, call RSS at (866) 712-9584 or visit their Web site at [www.rss-llc.com](http://www.rss-llc.com) and let them know you are participating with DWP to receive your discount. You can also contact your current practice management system vendor.

**What can I do if I have a concern about how a claim was processed for payment?**

You should contact the benefit administrator and request a copy of their appeals process.

**What can I do if I have a problem resolving a claim issue with a benefit administrator?**

If you do not feel you are receiving an adequate response from a benefit administrator please contact DWP at 888-458-2139 or E-mail at [info@dwp-llc.com](mailto:info@dwp-llc.com).

**What is the member's liability when payment is denied due to late submission of a claim form?**

If a DWP participating dental office does not submit a claim within six months of the date of service, the member is only liable for copayments, coinsurance, deductibles, and payments for non-covered services.

**What is the member's liability when payment is denied for non-covered services?**

If the DWP Fee Schedule lists a fee for a non-covered service, a participating dentist agrees to charge the listed fee. If a service is not listed on the schedule, the dentist may collect his or her usual fee from the member.

## **Frequently Asked Questions About Benefits**

### **Do all members have the same benefits?**

Not necessarily. The scope of coverage and level of benefits are selected by the member's employer or organization, so coverage is unique to each group.

### **Is predetermination required?**

DWP recommends that you request a predetermination for more costly services to ensure that both you and your patient know if planned services will be covered and what reimbursement may be expected - before treatment is rendered.

### **Do DWP members have annual maximums?**

Members' benefits vary according to the coverage their employer/organization purchased. Most contracts have lifetime and/or annual maximums, and that information can be verified by calling the benefits administrator.

**Are senior citizen discounts or other discounts allowed?** Yes. Discounts may be provided at the discretion of the dentist, but must be made available to both insured and non-insured patients.

### **How do I submit a claim with discounted fees?**

The discounted fee must be reported on the submitted claim. The member's coinsurance will be based on the discounted fee.

### **Can the dentist discount or waive only the member's coinsurance?**

No. The discount must apply to the entire fee, not just the coinsurance amount. DWP requires collection of member coinsurance.

### **Are services such as implants, overdentures, or posterior resin restorations covered benefits?**

The scope of coverage and level of benefits are selected by the member's employer or organization, so coverage for implants, overdentures, posterior resin restorations and other procedures may vary between groups. Questions about coverage for specific procedures should be directed to the benefits administrator.

### **Are there any waiting periods for pre-existing conditions for DWP members?**

Whether waiting periods apply is determined by the member's employer or organization. Questions about waiting periods should be directed to the benefits administrator.

## **How to Contact Us**

DWP is committed to providing excellent service and support. If you need help please contact us.

Customer service is available Monday through Friday from 8:00 a.m. to 5:30 p.m. EST

Phone: 866-335-4892

Fax: 866-335-4893

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