

- 1. Who is eligible?** Retirees, their spouses and unmarried children (up to age 19 or 25 if a full-time student). Handicapped children are eligible regardless of age. As a surviving spouse, you must enroll in the plan through the normal enrollment process. However, you must complete a new enrollment form and submit it to State Insurance Services at the address below.
- 2. Member must notify State Insurance Services by mail or fax when dependents no longer meet eligibility requirements.** Mailing address: State Insurance Services, P.O. Box 30397, Raleigh, NC 27622 or Fax: 1-919-571-0920
- 3. How are the monthly premiums collected?** The monthly cost for the program is deducted from your retirement pay. Certain circumstances may arise that allow us to provide direct billing to members when payroll deduction is not possible.
- 4. What is the waiting period?** There is no waiting period. **Your effective date is the first of the month following your payroll deduction for the dental premium from your retirement pay.** There are no pre-existing condition exclusions.
- 5. How long am I enrolled?** You will be continuously enrolled unless you are notified of a change by the Retirement System Division, or you personally cancel your coverage in writing to: State Insurance Services, P.O. Box 30397, Raleigh, NC 27622, or Fax to: 919-571-0920.
- 6. If my spouse is still working and has a dental plan, can that spouse still be enrolled under the Retirees dental plan?** Yes, your spouse can be enrolled through the Retiree's dental plan and have dual coverage. Coordination of benefits will apply.
- 7. Where are my claims processed?**

Claims should be submitted to:  
**UnitedHealthcare Dental**  
**Attn: Claims Unit**  
**P.O. Box 30567**  
**Salt Lake City, UT 84130-0567**
- 8. If I have questions about my claims or coverage, where do I call?**

Questions regarding your UnitedHealthcare Dental Policy and Claims can be answered by calling **Customer Care at 1-877-905-0659.**
- 9. Must I choose between Diagnostic and Preventive, Basic or Major Restorative Services?**

No, all three types of coverage are included in your dental plan.
- 10. What is the \$25 deductible?** The deductible is per person, per calendar year for Basic or Major Services. This deductible does not apply to Diagnostic and Preventive Services.
- 11. Do I have to use a specific provider to access my dental benefits under the plan?**

No, you may choose any dentist you wish.
- 12. If I am enrolled in another plan and I want to enroll in this plan, will the other plan be automatically cancelled or replaced?** No. New enrollees in these plans that are already enrolled in other plans offered by other organizations will be responsible for cancelling other coverage even if the other coverage is payroll-deducted from your retirement benefit. The new plan coverage **will not automatically** cancel or replace any other coverage you may have that is provided by other organizations or associations.