

# DentalandVisionIns.com

## Welcome and Thank You

To our valued new customer:

Thank you.

Two words we don't say often enough.

We know when it comes to selecting Dental and Vision insurance, you have a choice. We appreciate you working with your agent and choosing us, and our carrier partners.

**It is our job to make the administration of your plan as easy as possible.**

Please visit us at [www.dvins.com](http://www.dvins.com). Through the 'Manage Your Account' section, you may enroll or delete or change a member's eligibility. You can also request another copy of your invoice, membership listings, search for providers, request wallet cards and print plan descriptions from our website. If you wish to use paper forms, they can easily be downloaded, or just contact us and we will send them to you.

### **Additions, Deletions and Membership changes to the Plan:**

Employee addition applications must be received, for approval, within the probationary period. Coverage is not in effect until the Underwriting Department has received and approved an application. Once enrolled, you will quickly receive wallet cards and a Certificate of Coverage for the individual. These will be mailed to the groups address for your distribution to the employee.

Employee deletions will be credited a maximum of sixty (60) days. You will see an adjustment on the invoice for all deletions submitted.

### **COBRA**

Cal-COBRA groups will give us the members address upon termination of coverage and we will generate the Cal-COBRA election form and invoice the member directly for the coverage. Federal COBRA groups will need to issue a COBRA form upon qualifying event. The Federal COBRA form can be found on our web site. Members who extend coverage under Federal COBRA will be invoiced with the group and the individual premium collection is done by the group.

### **Payment Terms**

Insurance premiums are due and payable before the month of coverage. The invoice is sent to you early in the month preceding coverage with payment due on the twenty-fifth (25) of that month. Payments are delinquent on the last day of the month preceding coverage.

We repeat all of this information on the back of each invoice. Please contact us if you have any questions or suggestions.

Sincerely,  
Logan Wolf  
President