

## New Dental Choice frequently asked questions

Have a question about how to work with patients using the New Dental Choice dental discount plan? Check out the information below. Can't find the answer you need? Call us at 888-632-8585.

### What is New Dental Choice and what company offers it?

New Dental Choice is a comprehensive dental discount plan — it's not insurance. It's a great option for patients who need dental care, but don't have insurance or want to supplement their coverage. And it's brought to you by First Dental Health, a member of the Principal Financial Group®.

### Why is New Dental Choice available in our office?

As part of your contract as a Principal Plan Dental provider, you're also part of the Principal Dental Access Network. That means your office is automatically eligible to offer the plan to patients.

### How does our office benefit from promoting New Dental Choice to patients?

Offering New Dental Choice can help you broaden your patient base to include uninsured patients or those who can't afford full-cost procedures.

### How much do we charge patients?

New Dental Choice members are charged the same fees you receive as a Principal network provider. Since there's no discount off your PPO schedule rates, you'll receive 100% of your Principal Plan® Dental network fees. Unlisted procedure codes are offered at a 15% discount off what you usually charge. Call 888-632-6553 for a copy of your current fee schedule. Collect fees for treatment directly from the patient on the day of service.

### How do patients become eligible for New Dental Choice?

Everyone's eligible, whether they have an individual membership or are part of a family membership. New Dental Choice is available to anyone at any age.

### How can I check to make sure a patient is a member at the time of treatment?

New Dental Choice members will receive a membership card, which includes a member ID number. For eligibility questions, call 888-632-8585.

[More FAQs on back >](#)

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**This discount plan is not insurance.** New Dental Choice provides discounts at certain healthcare providers for dental services. The plan does not make payments to the provider. The member must pay for all dental services but will get a discount from the contracted providers. The range of discounts varies based on type of provider, region and services and received. For a list of participating dentists, visit [NewDentalChoice.com](http://NewDentalChoice.com) and select "dentists." Dentists and specialists may not be available in all areas. Cancel within the first 30 for a full refund, less the activation fee. Activation fees are refundable in AR and MD. Services in progress or provided before the membership effective date are excluded. This plan is not available in all states. New Dental Choice is a product of First Dental Health, the discount plan organization (specialized health care service plan in CA), located at 5771 Copley Dr. #101, San Diego, CA. 92111. First Dental Health is a member of the Principal Financial Group®.

I have the patient brochures, but is there a website I can point my patients to for more information?

Yes — [newdentalchoice.com/smile](http://newdentalchoice.com/smile).

How do I order more brochures?

Order on the provider website or call 888-632-6553.

How much is a membership and how do patients enroll?

Our low membership fee gives patients immediate access to New Dental Choice discounts. Membership is just \$8/month for an individual plan, or \$10/month for a family plan.\*

There are three ways to enroll:

- The easiest way for patients to enroll is by visiting [newdentalchoice.com/join-new-dental-choice](http://newdentalchoice.com/join-new-dental-choice). That's where they can get information about plans, register and pay for membership.
- They can call a plan specialist at 888-632-5563.
- Or they can enroll by mail using a paper enrollment form, which they can obtain from you or by calling the number above.

\*A one-time, non-refundable activation fee (\$10 for yearly/\$25 for monthly payments) will be applied. Cancel within the first 30 days for a full refund, less the activation fee. Activation fees are refundable in AR and MD.

What's the difference between New Dental Choice and dental insurance?

New Dental Choice is a discount plan. Patients pay a membership fee and receive discounted fees on their dental procedures. Patients have immediate access to discounted dental care as soon as they enroll. New Dental Choice does not pay providers – the member does. It's different from insurance because there are:

- No deductibles
- No maximums
- No waiting periods
- No paperwork