



# TOTAL COSMETIC DENTAL SERVICES™

## Frequently Asked Questions

### 1. How does the Total Cosmetic Dental Services program work?

Total Cosmetic Dental Services is a discount dental program. Discount dental programs are not insurance. Program participants pay pre-negotiated discounted rates at participating providers for dental services. Simply contact or visit a participating dentist, verify enrollment in the program, and pay discounted rates for services on the fee schedule.

### 2. What services are available under Total Cosmetic Dental Services program?

This program features discounts on cosmetic and elective dentistry, including popular brands such as Invisalign and Zoom whitening, as well as veneers, bonding, and implants. In addition to cosmetic dental services, discounts on comprehensive dental services, preventive and routine services are included. A complete listing of services are available at [kp.org/totalcosmeticdentalservices](http://kp.org/totalcosmeticdentalservices).

### 3. Do I need to submit claim forms for services?

No. You may simply visit a participating dentist and receive discounts at the time of service.

### 4. How do I find a participating dentist?

There are several ways to find a participating dentist. The easiest way is to search our online dentist directory at [kp.org/totalcosmeticdentalservices](http://kp.org/totalcosmeticdentalservices). You may also contact a Customer Service specialist from 7:30 a.m. to 6 p.m., Monday through Friday, at **888-271-7310** for help in locating a participating dentist.

### 5. How much is the program?

The initial program fee is \$5.30 per month for an individual, \$8.50 for an individual plus one dependent, and \$14.50 for an individual plus two or more dependents. There is also a one-time processing fee of \$18.

### 6. How do I arrange for specialty care?

You may seek care from a specialist without a referral from a general dentist, however, they must be a participating dentist in the program.

### 7. How do I obtain a printable ID card?

You will receive an electronic ID card once you enroll in the program. Printable ID cards are also available online through our secure online portal at [kp.org/totalcosmeticdentalservices](http://kp.org/totalcosmeticdentalservices).

### 8. What information will I receive when I join the program?

Once you enroll in Total Cosmetic Dental Services, you will receive an electronic ID card and a welcome email with information on how to get started.

### 9. What happens if I have a dental emergency?

Please contact a participating provider to schedule a visit.

### 10. When is customer service open?

Customer Service specialists are available from 7:30 a.m. to 6 p.m., Monday through Friday, at **888-271-7310**. After business hours, participants have access to certain functions, such as eligibility verification, using our interactive voice response system. Call **888-271-7310** and leave a message.

**11. Is this an insurance plan?**

No. This program is not insurance or health plan coverage. Total Cosmetic Dental Services is a discount plan that provides you with discounted fixed fees on a wide range of dental services.

**12. What am I getting a discount on?**

Participants will receive discounts on dental services and pay a fixed fee for dental services (as illustrated in the fee schedule) at the contracted provider's office.

**13. Can I include dependents on my plan?**

Yes, a spouse of participant or unmarried natural, step, or adopted children of participant, or children under the participant's legal guardianship, from birth to his/her twenty-sixth birthday, can be included in the program and receive discounts.

**14. Where can I obtain services?**

Providers for the Total Cosmetic Dental Services plan are available in Maryland, Virginia, and Washington, DC.

**15. How long will it take me to get into the system after I sign up?**

After you successfully become a participant, either by joining on the website or calling **888-271-7310**, you can receive services the first day of the following month as long as a participating provider's office is open and they provide an appointment for service.

**16. How do I get additional ID cards?**

If you need additional cards for your household, or have lost your card, log in to [kp.org/totalcosmeticdentalservices](http://kp.org/totalcosmeticdentalservices) to re-print your card.

**17. Can I go to a provider that does not participate in this program?**

In order to obtain discounts on dental services, you must visit a participating provider.

**18. If my doctor or dentist refers me to a specialist who is not in the network, do I still get a discount?**

You will only receive a discount by going to a participating provider. The list of participating dentists can be found at [kp.org/totalcosmeticdentalservices](http://kp.org/totalcosmeticdentalservices).

**19. What if I feel the provider overcharged me?**

You can send a copy of your bill and a written letter to:

Manager of Complaints and Appeals  
251 18th St. South  
Suite 900  
Arlington, VA 22202

They will investigate your inquiry, and you will be contacted regarding the findings. You can also call **888-271-7310**.

**20. Do you have providers that are licensed?**

Yes. All providers are licensed and must meet highly selective credentialing standards.

**21. What if I have a complaint about a provider?**

Complaints about services, quality of services, or payment of fees should be brought to the attention of the participating dentist. If the issue is not resolved to your satisfaction, call the Program Administrator at the number shown below or send the complaint in writing to:

Manager of Complaints and Appeals  
251 18th St. South  
Suite 900  
Arlington, VA 22202  
**888-271-7310**

**22. Once I select a provider, am I assigned to that provider? How often can I change providers?**

You can change providers at any time, and household members can select their own providers. Call Customer Service at **888-271-7310** for help finding participating providers or visit [kp.org/totalcosmeticdentalservices](http://kp.org/totalcosmeticdentalservices).

**23. What should I say when I call a provider to make sure they participate?**

Ask if they are a participating provider with Kaiser Permanente's Total Cosmetic Dental Services program.

**24. How do I cancel my membership?**

To cancel participation in the Total Cosmetic Dental Services program, call **888-271-7310** or send a written cancellation notice to:

Total Cosmetic Dental Services Cancellation  
251 18th St. South  
Arlington, VA 22202

If you cancel within the first 30 days of enrollment, you'll receive a 100% refund less any nominal processing fees, no questions asked.

**25. Can I join this program if I am not a Kaiser Permanente member?**

Yes, you do not need to be a Kaiser Permanente member to join.

**26. I have dental coverage under my Kaiser Permanente medical plan. Can I combine the discounts available under the Total Cosmetic Dental Services program with these benefits to further reduce my costs?**

No. The discount plan cannot be combined or used with any other services or plans.

**27. What should I do if the cost of a procedure at a participating provider is different for the Total Cosmetic Dental Services program and my Kaiser Permanente dental insurance?**

Before utilizing your Total Cosmetic Dental Services program for services, please note that some of the services available to you under this program could also be covered as benefits under other dental insurance coverage you may be enrolled in. Please be sure to compare the services and related costs under the available plans before letting your provider know whether you will be using your Total Cosmetic Dental Services program or another plan for your services.

**Disclosure**

This program is not insurance or health plan coverage. Participants have access to cosmetic and other dental procedures through participating providers at fixed discounted fees. Participating providers are located in Maryland, Virginia, and Washington, DC, and are subject to change. Participants are responsible for paying the dentist for services provided, and Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. does not pay dentists for service. Participants are required to pay for services provided and can receive the list of dental services including fee schedule from participating dentists or by going to [kp.org/totalcosmeticdentalservices](http://kp.org/totalcosmeticdentalservices). Participants can contact the program sponsor, Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., by mail at 2101 E. Jefferson St., Rockville, MD, 20852. Fee schedule amounts are due for each service requested or furnished at the time of service. A nominal fee may be retained by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. if participation is canceled within the first 30 calendar days after the initial effective date. The participant's financial responsibilities are the fee schedule amounts as shown on the latest fee schedule. Before utilizing your Total Cosmetic Dental Services program for services, please note that some of the services available to you under this program could also be covered as benefits under other dental insurance coverage you may be enrolled in. Please be sure to compare the services and related costs under the available plans before letting your provider know whether you will be using your Total Cosmetic Dental Services program or another plan for your services.

See Total Cosmetic Dental Services program description for complete details about the program.