

SUMMARY PLAN DESCRIPTION

DENTAL PLAN WASHINGTON AND LEE UNIVERSITY BUY UP PLAN *Concordia FLEX*

ADMINISTRATIVE INFORMATION

Plan Name:	Washington and Lee University
Informal Plan Name:	Concordia FLEX
Employer/Plan Sponsor:	Washington and Lee University
Plan Sponsor Tax Identification No.:	540505977
Plan Number:	882372001, 882372199
Type of Plan:	Group Dental
Type of Administration:	Third Party Administration
Plan Administrator:	Washington and Lee University 204 West Washington Street Lexington, VA 24450
Claims Administrator:	United Concordia Companies, Inc. 4401 Deer Path Road Harrisburg, PA 17110 Telephone number: (800) 332-0366
Agent for Service of Legal Process:	N/A
Funding Medium:	The Plan is funded by employer/employee contributions. The Claims Administrator is not liable for the payment of Plan Benefits.
Trustee(s):	N/A
Plan Year:	July 1 through June 30

INTRODUCTION

This Summary Plan Description is written in an easy-to-understand way to explain the Group Dental Plan (“the Plan”) and provide information on the Plan which you may need in the future. If you have any questions after reading this Summary Plan Description, contact the Plan Administrator or the Claims Administrator at the address and telephone number under the Administrative Information section at the beginning of this document.

The Plan is intended to provide dental benefits for eligible employees and their covered dependents.

WHO IS ELIGIBLE FOR COVERAGE

Employees who work in established positions that are approved for 35 hours per week or more for at least nine months of the year (a minimum of 1,365 hours per year) or employees who are hired to specifically share an approved full-time position. Your coverage begins after the first day of full employment or the date the Claims Administrator received your Plan enrollment from the Plan Administrator.

An employee on an approved leave of absence (paid or unpaid) can remain on the coverage for up to 24 months; contingent upon premium (both employer and employee contributions) continuing to be paid. Should the employee choose to discontinue coverage during an approved leave of absence, the employee will be reinstated upon return from the leave of absence.

Your existing dependents are eligible on the date you become eligible for employee coverage and their coverage begins when yours begins. Future dependents are eligible on the date you acquire them. Their coverage begins the date the employee acquires them or the date the Claims Administrator receives the new dependent’s enrollment.

Your eligible dependents are:

- Enrolled spouse, unless legally separated, or domestic partner
- Enrolled children, including stepchildren, adopted children, or enrolled children placed for adoption if you are legally required to provide support until the adoption is finalized, and foster children, who:
 - qualify as your dependent under Internal Revenue Code Section 152, regardless of whether a divorced custodial parent has released the claim to the child’s dependency exemptions under Internal Revenue Code Section 152(e).
 - are under age 26

For a child under the limiting age listed above, the following factors will not affect eligibility to enroll as a Dependent: financial dependency on or residency with the Certificate Holder; marital status; student status; employment; eligibility to enroll for coverage under another policy or contract; or any combination of these factors.

ENROLLMENT

Before the beginning of each Plan Year, the Employer will hold an enrollment period during which you may elect benefits under the Plan for the upcoming Plan Year. The enrollment period will begin and end on dates determined by the Plan Administrator. These dates will be prior to the beginning of the next Plan Year. New employees will be enrolled in the Plan upon becoming eligible to participate.

To enroll in the Plan, you must complete the election forms provided by the Plan Administrator. If you do not complete the proper election forms, you may not participate in the Plan. You must let the Plan Administrator know when new dependents become eligible. You must also inform the Plan Administrator when you no longer have eligible dependents. Your employer will notify the Claims Administrator. Individuals eligible for coverage as employees may not also be enrolled as dependents. If you and your spouse are both eligible for employee coverage under the Plan, only one of you can enroll your eligible dependents.

CHANGE IN BENEFIT ELECTIONS

Generally, your Plan elections must stay in effect for the entire Plan Year. There are certain limited circumstances under which you are permitted to change your annual election. The following events are changes that if consistent with the requested change in your benefit election will permit you to change your benefit election during a Plan Year.

- You get married or divorced
- You have a child or adopt a child
- Your spouse or a child dies
- Your spouse commences or terminates employment
- Your or your spouse's employment status changes from full-time to part-time or from part-time to full-time
- You or your spouse take an unpaid leave of absence
- There is a significant change in the dental coverage that is provided by your spouse's employer

COST

You and your employer pay the monthly premium.

HOW THE DENTAL PLAN WORKS

Choice of Dentist

You may choose any licensed dentist for services to be covered by the Plan. However, you will limit your out-of-pocket cost if you choose a United Concordia participating dentist. Participating dentists accept the Plan's allowance as payment in full for covered benefits. Your out-of-pocket cost will be limited to any applicable coinsurance, deductibles or amounts exceeding the program maximum. Participating dentists will also complete and send claims directly to the Claims Administrator.

If you go to a dentist who is not a United Concordia's participating dentist, you may have to pay the dentist at the time of service. You will also have to pay the difference between the dentist's charge and the amount that the Plan allows, in addition to any coinsurance or deductible. You may have to submit the claim and wait for the Claims Administrator to reimburse you.

To find a participating dentist, visit *Find a Dentist* on the Claims Administrator's website at www.unitedconcordia.com or telephone the Claims Administrator's Interactive Voice Response System at the toll-free number under the Administrative Information section of this document.

When you visit the dental office, let your dentist know that you are covered under a United Concordia program. If your dentist has questions about your eligibility or benefits, instruct the office to call the Claims Administrator's Interactive Voice Response System at the number under the Administrative Information section of this document or visit *Dental Inquiry* on the Claims Administrator's website at www.unitedconcordia.com.

Claims Submission and Payment

Upon completion of treatment, a claim form needs to be filed with the Claims Administrator. If you visit a United Concordia participating dentist, the dental office will submit claims forms for you and your dependents. The Claims Administrator will pay covered benefits directly to the participating dentist. Both you and the dentist will receive an explanation of benefits.

Most dental offices submit claim forms for patients. However, if you do not receive treatment from a participating dentist, you may have to complete and send a claim form to the Claims Administrator in the event the dental office will not do this for you. Send the claim form or predetermination to the address provided by the Claims Administrator. Be sure to include the patient's name, date of birth, the employee's contract ID number, patient's relationship to employee, the employee's name and address, and the name and policy number of a second insurer if the patient is covered by another dental plan. Your dentist should complete the treatment and provider information or supply an itemized receipt for you to attach to the claim form. The Claims Administrator will send payment to you if covered services are provided by a non-participating dentist and you do not indicate on the claim that you wish payment to be sent to the dentist. You will receive an explanation of benefits.

Should you have any questions concerning your coverage, eligibility or a specific claim, contact the Claims Administrator at the address and telephone number on the Administrative Information page of this document or log onto *My Dental Benefits* at www.unitedconcordia.com.

Predetermination of Benefits

A predetermination is a review in advance of treatment by the Claims Administrator to determine eligibility and coverage for planned services in accordance with the Schedule of Benefits and the Plan allowance. Predetermination is not required to receive a benefit for any service under the Plan. However, it is recommended for extensive, more costly treatment. A predetermination gives you and your dentist an estimate of what your coverage is and how much your share of the cost will be for the treatment being considered.

To have services predetermined, you or your dentist should submit a claim form showing the planned procedures but leaving out the dates of services. Be sure to sign the predetermination request. Substantiating material such as radiographs and periodontal charting may be requested by the Claims Administrator to estimate benefits. The Claims Administrator will determine benefits payable, taking into account exclusions and limitations and alternate treatment options based upon accepted standards of dental practice. You and your provider, if participating in United Concordia's network, will receive an explanation of the estimated benefits.

When the services are performed, simply have your dentist call the Claims Administrator's Interactive Voice Response System at the telephone number on the Administrative Information page of this document, or fill in the dates of service for the completed procedures on the predetermination notification and re-submit it to the Claims Administrator for processing. Any predetermination amount estimated by the Claims Administrator is subject to continued eligibility of the patient. The Claims Administrator may also make adjustments at the time of final payment to correct any mathematical errors, apply coordination of benefits, and comply with the member's Plan in effect and remaining program maximum dollars at date of service.

BENEFITS

Schedule of Benefits

Your benefits are shown on the attached Schedule of Benefits. The Schedule of Benefits lists:

- the dental service groupings covered, shown with a "Plan Pays" percentage
- the percentage of the Plan allowance that the Plan will pay
- any waiting periods applicable to the services
- any deductibles you must pay before any benefits will be paid by the Plan, and the services excluded from the deductibles
- any maximums for services for a given period of time; for example, annual for most services and lifetime for orthodontics.

If the service grouping is shown on the Schedule of Benefits as not covered or at "Plan Pays -- 0%", no benefits will be paid for the dental procedures in that grouping. Service groupings shown with "Plan Pays" percentages of less than 100% require you to pay a portion of the cost. For example, if the Plan pays 80%, your share is 20% of the Plan allowance.

The general descriptions below explain the service groupings on the Schedule of Benefits. The descriptions are not all-inclusive – they include only the most common dental procedures in a service grouping. Specific dental procedures may be shifted among groupings or may not be covered depending on your Employer's choice of Plan. Check the Schedule of Benefits at the back of this document to see which groupings are covered and have your provider call the Claims Administrator to verify coverage of specific dental procedures. Services covered on the Schedule of Benefits are also subject to the Alternate Treatment Provision following this section and the Schedule of Limitations and Exclusions attached to this document.

- Exams and X-rays for diagnosis – oral evaluations, bitewings, periapical and full-mouth x-rays
- Cleanings, Fluoride Treatments, Sealants for prevention
- Palliative Treatment for relief of pain in emergencies
- Space Maintainers to prevent tooth movement
- Basic Restorative to treat caries (cavities, tooth decay) – amalgam and anterior composite resin fillings, stainless steel crowns, crown build-ups and posts and cores

- Endodontics to treat the dental pulp, pulp chamber and root canal – root canal treatment and retreatment, pulpotomy, pulpal therapy, apicoectomy, and apexification
- Non-surgical Periodontics for non-surgical treatment of diseases of the gums and bones supporting the teeth – periodontal scaling and root planing, periodontal maintenance (prophylaxis)
- Repairs of Crowns, Inlays, Onlays, Bridges, Dentures – repair, recementation, re-lining, re-basing and adjustment
- Simple Extractions – non-surgical extraction of teeth and root removal
- Surgical Periodontics for surgical treatment of the tissues supporting and surrounding the teeth (gums and bone) – gingivectomy, gingivoplasty, gingival curettage, osseous surgery, crown lengthening, bone and tissue replacement grafts
- Complex Oral Surgery for surgical treatment of the hard and soft tissues of the mouth – surgical extractions, impactions, excisions, exposure, and root removal; alveoplasty and vestibuloplasty.
- Anesthesia for elimination of pain during treatment – general or nitrous oxide or IV sedation
- Inlays, Onlays, Crowns when the teeth cannot be restored by fillings
- Prosthetics – fixed bridges, partial and complete dentures
- Orthodontics for treatment of poor alignment and occlusion – diagnostic x-rays, active treatment and retention for eligible dependent children

Alternate Treatment Provision

There are often several ways to treat a dental condition. For example, a filling or a crown can restore a tooth, or a fixed bridge or a partial denture can replace missing teeth. An Alternate Benefit Provision (ABP) will be applied if a dental condition can be treated by means of a professionally acceptable procedure which is less costly than the treatment recommended by the dentist. The Plan will pay for the lesser benefit, professionally acceptable procedure. The ABP does not commit you to the less costly treatment. If you and your dentist choose the more expensive treatment, you are responsible for the additional charges beyond those allowed for the less expensive procedure under the ABP.

Limitations and Exclusions

Services covered by the Plan as indicated on the Schedule of Benefits are subject to frequency or age limitations detailed on the attached Schedules of Limitations and Exclusions. No benefits will be provided for services, supplies or charges detailed under the Exclusions on the attached Schedule of Limitations and Exclusions.

COORDINATION OF BENEFITS

If you or your dependents are covered by any other dental benefits plan and receive a service covered by this Plan and the other, benefits will be coordinated. This means that one plan will be primary and determine its benefits before those of the other plan and without considering the other plan's benefits. The other plan will be secondary and determine its benefits after the other plan. The secondary plan's benefits may be reduced because of the primary plan's payment. Each plan will provide only that portion of its benefit that is required to cover expenses. This prevents duplicate payments and overpayments. Upon determination of primary or secondary liability, this Plan will determine payment.

1. The following words and phrases regarding the Coordination of Benefits ("COB") provision are defined as set forth below:

- A) **Allowable Amount** is the Plan's allowance for items of expense, when the care is covered at least in part by one or more Plans covering the Member for whom the claim is made.
 - B) **Claim Determination Period** means a benefit year. However, it does not include any part of a year during which a person has no coverage under this Plan.
 - C) **Other Dental Plan** is any form of coverage which is separate from this Plan with which coordination is allowed. **Other Dental Plan** shall be any of the following which provides dental benefits, or services, for the following: Group insurance or group type coverage, whether insured or uninsured. This includes prepayment groups. It also includes coverage other than school accident type coverage (including grammar, high school and college student coverages) for accidents only, including athletic injury, either on a twenty-four (24) hour basis or on a "to and from school basis," or group or group type hospital indemnity benefits of \$100 per day or less.
 - D) **Primary Plan** is the plan which determines its benefits first and without considering the other plan's benefits. A plan that does not include a COB provision may not take the benefits of another plan into account when it determines its benefits.
 - E) **Secondary Plan** is the plan which determines its benefits after those of the other plan (Primary Plan). Benefits may be reduced because of the other plan's (Primary Plan) benefits.
 - F) **Plan** means this document including all schedules and all riders thereto, providing dental care benefits to which this COB provision applies and which may be reduced as a result of the benefits of other dental plans.
2. The fair value of services provided by the Claims Administrator shall be considered to be the amount of benefits paid by the Claims Administrator. The Claims Administrator will be fully discharged from liability to the extent of such payment under this provision.
3. In order to determine which plan is primary, the Plan will use the following rules.
- A) The other plan does not have a provision similar to this one, then that plan shall be primary.
 - B) If both plans have COB provisions, the plan covering the Member as a primary insured is determined before those of the plan which covers the person as a Dependent.
 - C) Dependent Child/Parents Not Separated or Divorced -- The rules for the order of benefits for a Dependent child when the parents are not separated or divorced are:
 - 1) The benefits of the plan of the parent whose birthday falls earlier in a year are determined before those of the plan of the parent whose birthday falls later in that year;
 - 2) If both parents have the same birthday, the benefits of the plan which covered the parent longer are determined before those of the plan which covered the other parent for a shorter period of time;
 - 3) The word "birthday" refers only to month and day in a calendar year, not the year in which the person was born;
 - 4) If the other plan does not follow the birthday rule, but instead has a rule based upon the gender of the parent; and if, as a result, the plans do not agree on the order of benefits, the rule based upon the gender of the parent will determine the order of benefits.
 - D) Dependent Child/Separated or Divorced Parents -- If two or more plans cover a person as dependent child of divorced or separated parents, benefits for the child are determined in this order:
 - 1) First, the plan of the parent with custody of the child.
 - 2) Then, the plan of the spouse of the parent with the custody of the child; and
 - 3) Finally, the plan of the parent not having custody of the child.
 - 4) If the specific terms of a court decree state that one of the parents is responsible for the dental care expenses of the child, and the entity obligated to pay or provide the benefits of the plan of that parent has actual knowledge of those terms, the benefits of that plan are determined first. The plan of the other parent shall be the Secondary Plan.

- 5) If the specific terms of the court decree state that the parents shall share joint custody, without stating that one of the parents is responsible for the dental care expenses of the child, the plans covering the child shall follow the order of benefit determination rules outlined in Section C.3. above, titled Dependent Child/Parents Not Separated or Divorced.
 - E) Active/Inactive Member
 - 1) For actively employed Members and their spouses over the age of 65 who are covered by Medicare, the plan shall be primary.
 - 2) When one contract is a retirement plan and the other is an active plan, the active plan is primary. When two retirement plans are involved, the one in effect for the longest time is primary. If another contract does not have this rule, then this rule will be ignored.
 - F) If none of these rules apply, then the contract which has continuously covered the Member for a longer period of time shall be primary.
 - G) The plan covering an individual as a COBRA continuee will be secondary to a plan covering that individual as a Member or a Dependent.
4. Right to Receive and Release Needed Information -- Certain facts are needed to apply these COB rules. The Claims Administrator has the right to decide which facts it needs. It may get needed facts from or give them to any other organization or person. Any health information furnished to a third party will be released in accordance with federal law. Each person claiming benefits under This Plan must give any facts needed to pay the claim.
 5. Facility of Payment -- A payment made under another plan may include an amount which should have been paid under This Plan. If it does, the Claims Administrator may pay the amount to the organization which made that payment. That amount will then be treated as though it were a benefit paid under This Plan, and the Claims Administrator will not pay that amount again. The term "payment made" includes providing benefits in the form of services, in which case "payment made" means reasonable cash value of the services prepaid by the Claims Administrator.
 6. Right of Recovery -- If the payment made by the Claims Administrator is more than it should have paid under this COB provision, the Claims Administrator may recover the excess from one or more of the following: (1) persons it has paid or for whom it has paid; or (2) insurance companies; or (3) other organization. Members are required to assist the Claims Administrator to implement this section.

SUBROGATION OF BENEFITS

In the event any payment is made under the Plan, the Plan shall be subrogated and shall succeed to the rights of any Participant against any other plan, person or entity for recovery of dental care expenses for which such other plan, person or entity is liable. All amounts so recovered, by settlement, judgment or otherwise, shall be paid to the Plan, for ultimate disposition thereunder, which may include payment to the Employer. Participants shall furnish such information, execute and deliver such assignment documents and other instruments, and take whatever steps are necessary to secure the rights of the Plan and the Employer. Participants shall take no action to prejudice the rights and interests of the Plan or the Employer hereunder.

NON-ALIENATION OF BENEFITS

No right or benefit provided for under the Plan shall be subject in any manner to anticipation, alienation, sale, transfer, assignment, pledge, encumbrance, or charge, and any attempt to anticipate, alienate, sell, transfer, assign, pledge, encumber, or charge the same shall be void. However, this Section shall not be construed to prevent a Participant from directing the Plan to pay expenses directly to a provider of services or products if those expenses are otherwise reimbursable to the Participant under Plan. In such event, the Plan shall be relieved of all further responsibility with respect to that particular expense.

TERMINATION OF COVERAGE

Your coverage and/or your dependents' coverage will end on the date provided by the Plan Administrator or the date the Claims Administrator receives the termination notice when the following events occur:

- Your termination of employment with the Plan Administrator.
- Your failure to satisfy the Plan's eligibility requirements.
- Your dependents cease to be dependents as defined by the Plan.
- Your disenrollment from the Plan.
- Your failure to immediately return to work after an approved leave of absence with the Plan Administrator during which you were entitled to receive coverage under the Plan.
- Your fraudulent use of dental services or facilities.
- Your failure to timely pay any required contributions under this Plan.

If your coverage or your dependent's is terminated as described above, coverage for completion of a dental procedure, other than orthodontics, that requires two or more dental office visits on separate days will extend for ninety (90) days after termination. The procedure must be started prior to your termination date. This extension of benefits does not apply if the termination is due to nonpayment of premiums or fraud on your part. In the case of orthodontic treatment, if covered under the Plan, your coverage will extend through the end of the month of termination.

If the Plan is terminated, your coverage will end on the date of the Plan's termination.

COORDINATION WITH OTHER LAWS

Family & Medical Leave Act. A Participant on an Employer approved leave of absence under the Family & Medical leave Act shall continue to participate in the Plan in accordance with the requirements of such act.

Qualified Medical Child Support Order. To the extent required by ERISA Section 609(a), the Plan shall comply with the terms of any medical child support order determined by the Plan Administrator to constitute a Qualified Medical Child Support Order. A Plan participant or beneficiary can obtain, without charge, a copy of the Plan's procedures governing Qualified Medical Child Support Order determinations from the Plan Administrator named in the SPD.

COBRA Continuation Coverage. Notwithstanding the termination provisions of the Plan described above, if the Employer normally employed 20 or more employees on a typical business day during the preceding calendar year, continuation coverage shall be provided under the Plan in accordance with ERISA Section 601 through 608, code Section 4980B, and Title XXII of the Public Health Services Act (“COBRA continuation coverage”). The terms of such COBRA continuation coverage are described below:

- a) COBRA continuation coverage shall be offered under the following circumstances (“qualifying events”) if participation under the Plan ordinarily would terminate as a result of such circumstances: (1) the Participant’s termination of employment (other than by reason of such Participant’s gross misconduct) or reduction of work hours to a level that would exclude him and his family from the Plan; (2) the Participant’s divorce or legal separation; (3) death of the Participant; (4) the Participant’s entitlement of Medicare benefits; (5) a dependent child ceasing to qualify as a “dependent” eligible for coverage under the terms of the Plan; or (6) the commencement by the Employer on or after July 1, 1986 of a Title 11 bankruptcy proceeding. (Item (6) affects only retired Participants, their Spouses and Dependents).
- b) COBRA continuation coverage shall be offered only to the Participant and/or his Spouse and his Dependents who were covered under the Plan on the day before the qualifying event occurred and who lose coverage under the Plan on account of the qualifying event (“qualified beneficiaries”). The qualified beneficiary shall be entitled to elect only the type of coverage he was receiving under the Plan at the time of the qualifying event. The right to elect core coverage, i.e., basic hospitalization and major medical coverage, shall be offered separately. Non-core coverage will not be offered separately from core coverage under the Contract.
- c) In the case of qualifying event described in (a)(2) or (5) above, the Participant or his family must notify the Employer of the qualifying event within 60 days of the date of the event. In all other cases, the Employer shall be deemed to be notified of the qualifying event. Within 14 days of such notification, the Employer shall provide the Participant and/or his family with a notice of the right to elect COBRA continuation coverage.
- d) The Participant, his Spouse, or his Dependent may elect COBRA continuation coverage within 60 days of the later of the date of the qualifying event, or the date to the notice form the Employer to qualified beneficiary. Each qualified beneficiary may make a separate election for COBRA continuation coverage. If an election is made within the 60-day period, the Plan shall permit payment for COBRA continuation coverage during the period preceding such election to be made not less than 45 days after the date of the election. If the election to continue coverage is not made within the above 60-day period, then no further opportunity to continue coverage will be extended to the Participant, his Spouse or his Dependents. COBRA continuation coverage is not conditioned upon evidence of insurability.

- e) In the case of (a) (1) above, COBRA continuation coverage may continue for up to 18 months. If, within the first sixty (60) days of continuation coverage, it is determined that the qualified beneficiary was disabled (under Title II or XV of the Social Security Act), continuation coverage may continue an additional 11 months, or a total of 29 months. To qualify for the additional 11 months, the Employer must be notified of the disability within 60 days after the date of determination. Such additional coverage will cease if the disability terminates. Therefore, the Employer must be notified within 30 days of the date of any final determination that the disability no longer exists. In the case of (a)(2) through (5), coverage may continue for up to 36 months. In this case of (a)(6), coverage may continue (1) until the death of the retired Participant or of any qualified beneficiary who, on the day before the qualifying event, was a surviving spouse or dependent child of the Participant, for up to 36 months after the death of the Participant. Notwithstanding the continuation periods specified above, COBRA continuation coverage shall terminate with respect to a qualified beneficiary upon the earlier of:
- i The date on which the Employer ceases to provide any group dental plan to any employee;
 - ii The date upon which coverage under the plan ceases as a result of failure to make timely premium payments as required by (f) below; premium payments shall be considered timely if made within 30 days of the due date; however, coverage shall be terminated retroactively as of the due date if payments are not received within 30 days; non-sufficient fund checks are not payment;
 - iii The date upon which the qualified beneficiary becomes covered under any other group dental plan (as an employee or otherwise) if such plan does not contain an exclusion or limitation with respect to any preexisting condition of such qualified beneficiary; or
 - iv The date upon which the qualified beneficiary (other than a qualified beneficiary described in (a) (6) above) becomes entitled to Medicare benefits. In the event of multiple qualifying events, the maximum required continuation period is 36 months.
- f) The Plan shall require payment of a premium for any period of COBRA continuation coverage in an amount that shall not exceed 102% of the cost to the Plan for such period of coverage for active Participants with respect to who a qualifying event has not occurred. The Cost to the Plan for coverage shall be determined for a period of 12 months selected by the Plan and shall be determined before the beginning of such period. The qualified beneficiary may elect to make any required premium payments in monthly installments. If the COBRA continuation period is extended from 18 months to 29 months due to disability as provided in (e) above, the premium for the additional 11 months of coverage shall be an amount not to exceed 150% of the cost to the Plan for such coverage, rather than 102% of such cost.

PLAN AMENDMENT

The Plan Sponsor reserves the right, at any time, to amend or terminate the Plan or amend or eliminate benefits under the Plan for any reason. All changes will be communicated in writing. If the Plan is discontinued, benefits, if any, will be paid for all charges incurred for covered services prior to the termination date.

ERISA CLAIMS AND APPEAL PROCEDURES

The Plan's ERISA Claims and Appeal Procedures are furnished automatically, without charge, as an attachment to this document and are incorporated by reference into this Summary Plan Description.

ERISA STATEMENT OF RIGHTS

As a participant in the Plan you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA). ERISA provides that all plan participants shall be entitled to:

Receive Information About Your Plan and Benefits

Examine, without charge, at the plan administrator's office and at other specified locations, such as worksites and union halls, all documents governing the plan, including insurance contracts and collective bargaining agreements, and a copy of the latest annual report (Form 5500 Series) filed by the plan with the U.S. Department of Labor and available at the Public Disclosure Room of the Pension and Welfare Benefit Administration.

Obtain, upon written request to the plan administrator, copies of documents governing the operation of the plan, including insurance contracts and collective bargaining agreements, and copies of the latest annual report (Form 5500 Series) and updated summary plan description. The administrator may make a reasonable charge for the copies.

Receive a summary of the Plan's annual financial report. The plan administrator is required by law to furnish each participant with a copy of this summary annual report.

Continue Group Health Plan Coverage

Continue health care coverage for yourself, spouse and dependents if there is a loss of coverage under the plan as a result of a qualifying event. You or your dependents may have to pay for such coverage. Review this summary plan description and the documents governing the plan on the rules governing your COBRA continuation coverage rights.

Prudent Actions by Plan Fiduciaries

In addition to creating rights for plan participants ERISA imposes duties upon the people who are responsible for the operation of the employee benefit plan. The people who operate your plan, called "fiduciaries" of the plan, have a duty to do so prudently and in the interests of you and other plan participants and beneficiaries. No one, including your employer, your union, or any other person, may fire you or otherwise discriminate against you in any way to prevent you from obtaining a (pension, welfare) benefit or exercising your rights under ERISA.

Enforce Your Rights

If your claim for a (welfare) benefit is denied or ignored, in whole or in part, you have a right to know why this was done, to obtain copies of documents relating to the decision without charge, and to appeal any denial, all within certain time schedules.

Under ERISA, there are steps you can take to enforce the above rights. For instance, if you request a copy of plan documents or the latest annual report from the plan and do not receive them within 30 days, you may file suit in a Federal court. In such a case, the court may require the plan administrator to provide the materials and pay you up to \$110 a day until you receive the materials, unless the materials were not sent because of reasons beyond the control of the administrator. If you have a claim for benefits which is denied or ignored, in whole or in part, you may file suit in a state or Federal court. In addition, if you disagree with the plan's decision or lack thereof concerning the qualified status of a domestic relations order or a medical child support order, you may file suit in Federal court. If it should happen that plan fiduciaries misuse the plan's money, or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor, or you may file suit in a Federal court. The court will decide who should pay court costs and legal fees. If you are successful the court may order the person you have sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees, for example, if it finds your claim is frivolous.

Assistance with Your Questions

If you have any questions about your plan, you should contact the Plan Administrator. If you have any questions about this statement or about your rights under ERISA, or if you need assistance in obtaining documents from the plan administrator, you should contact the nearest office of the Pension and Welfare Benefits Administration, U.S. Department of Labor, listed in your telephone directory or the Division of Technical Assistance and Inquiries, Pension and Welfare Benefits Administration, U.S. Department of Labor, 200 Constitution Avenue N.W., Washington, D.C. 20210. You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Pension and Welfare Benefits Administration.

ERISA CLAIMS AND APPEAL PROCEDURES

United Concordia Companies, Inc. (the “Claims Administrator”) will make benefit determinations and resolve claimant appeals in a thorough, appropriate, and timely manner to ensure that claimants are afforded a full and fair review of claims for benefits. Benefit determinations will be made in accordance with the Plan documents and consistently among claimants. The claimant or his/her authorized representative may submit written comments, documents, records and other information relating to claims or appeals. The Claims Administrator will provide a review that takes into account all information submitted whether or not it was considered with its first determination on the claim. Any notifications by the Claims Administrator required under these procedures will be supplied to the claimant or his/her authorized representative.

DEFINITIONS

The following terms when used in this document have the meanings shown below.

“Adverse benefit determination” is a denial, reduction, or termination of or failure to make payment (in whole or in part) based on a determination of eligibility to participate in a plan or the application of any utilization review; or a determination that an item or service otherwise covered is experimental or investigational or not medically (dentally) necessary or appropriate.

“Authorized representative” is a person granted authority by the claimant and the Claims Administrator to act on behalf of a claimant regarding a claim for benefit or an appeal of an adverse benefit determination. An assignment of benefit is not a grant of authority to act on the claimant’s behalf in pursuing and appealing a benefit determination.

“Claimant” is a participant and/or beneficiary of an employee welfare benefit plan to whom a benefit may be due.

Claim for Benefits is a request for a plan benefit or benefits by a claimant in accordance with the Plan’s reasonable procedure for filing benefit claims.

“Claim involving urgent care” is any claim for dental treatment when the application of the time periods for making non-urgent care determinations could seriously jeopardize the life or health of the claimant or the ability of the claimant to regain maximum function; or in the opinion of a dentist with knowledge of the claimant’s dental condition, would subject the claimant to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim. Since the Claims Administrator does not require advance approval of emergency care in order to obtain a benefit, there are no claims involving urgent care as defined under the dental plan. The ERISA procedures for claims involving urgent care do not apply.

“Pre-service claim” is any Claim for Benefits under a group health plan when the terms of the plan condition receipt of the benefit, in whole or in part, on approval of the benefit in advance of obtaining dental care. The Plan does not require approval of planned dental treatment in advance of receiving care. Therefore, there are no pre-service claims as defined under the dental plan, and the ERISA procedures for pre-service claims do not apply. All claims under the dental plan are post-service claims.

“Post-service claim” (“claim”) is any Claim for Benefits under a group health plan that is not a pre-service claim.

“Relevant” A document, record, or other information will be considered “**relevant**” to a given claim:

- a. if it was relied on in making the benefit determination;
- b. if it was submitted, considered, or generated in the course of making the benefit determination (even if the plan did not rely on it);
- c. if it demonstrated that, in making the determination, the plan followed its own administrative processes and safeguards for ensuring appropriate decision-making and consistency;
- d. or if it is a statement of the plan’s policy or guidance concerning the denied benefit, without regard to whether it was relied upon in making the benefit determination.

PROCEDURES FOR POST-SERVICE CLAIMS

Benefit Determinations:

The Claims Administrator will determine benefits and notify claimants of adverse benefit determinations no later than 30 days after receipt of the claim.

The Claims Administrator may extend this 30-day period by 15 days if additional information about the claim is required or the extension is necessary due to matters beyond the control of the Plan. The Claims Administrator will notify the claimant of the extension before the end of the initial 30-day period. The Claims Administrator will explain the circumstances requiring the extension, the additional information required and the date by which the Plan expects to make the benefit determination. The claimant will have 45 days to provide the information requested. The time it takes the claimant to respond to the request for additional information will not be counted toward the time the Claims Administrator is required to make the benefit determination.

When all information is received and the benefit determination is made, the Claims Administrator will send a notice of adverse benefit determination to the claimant. The notice will include:

- a. the specific reason for the adverse benefit determination;
- b. reference to the specific plan provisions on which the determination is based;
- c. description of any additional material or information necessary for the claimant to perfect the claim and why it is necessary;
- d. any relevant internal rule, guideline, protocol, criteria, or clinical judgment the plan relied on in making its decision and why it was necessary, or a statement that a copy is available free of charge upon request;
- e. a description of the Plan's review procedures and time limits applicable to those procedures;
- f. a statement of the claimant's right to bring a civil claim under ERISA.

Appeals:

If the claimant is dissatisfied by the benefit determination, the claimant or his authorized representative may file an appeal with the Claims Administrator within 180 days of receipt of the adverse benefit determination. To file an appeal, telephone the toll-free number listed on your notice of adverse benefit determination.

The Claims Administrator will review the claim and notify the claimant of its decision within 60 days of the request for appeal. Any dentist advisor involved in reviewing the appeal will be different from and not in a subordinate position to the dentist advisor involved in the initial benefit determination.

Notice of the appeal decision will include the following in written or electronic form:

- a. the specific reason for the appeal decision;
- b. reference to specific plan provisions on which the decision was based;
- c. a statement that the claimant is entitled to receive upon request and free of charge, reasonable accessibility to and copies of all relevant documents, records, and criteria including an explanation of clinical judgment on which the decision was based and identification of the dental experts;
- d. a statement of the claimant's right to bring a civil action under ERISA;
- e. the following statement: "You and your Plan may have other voluntary alternative dispute resolution options, such as mediation. One way to find out what may be available is to contact your local U.S. Department of Labor Office and your State insurance regulatory agency."

SCHEDULE OF EXCLUSIONS AND LIMITATIONS

Exclusions and limitations may differ by state. Some exclusions and/or limitations may be waived depending on the Member's medical condition. Only American Dental Association procedure codes are covered.

EXCLUSIONS – The following services, supplies or charges are excluded:

1. For house or hospital calls for dental services and for hospitalization costs (e.g. facility-use fees).
2. That are the responsibility of Workers' Compensation or employer's liability insurance, or for treatment of any automobile-related injury in which the Member is entitled to payment under an automobile insurance policy. The Company's benefits would be in excess to the third-party benefits and therefore, the Company would have right of recovery for any benefits paid in excess.
3. For prescription and non-prescription drugs, vitamins or dietary supplements.
4. Administration of nitrous oxide and/or IV sedation, unless specifically indicated on the Schedule of Benefits.
5. Which are Cosmetic in nature as determined by the Company (e.g. bleaching, veneer facings, personalization or characterization of crowns, bridges and/or dentures).
6. Elective procedures (e.g. the prophylactic extraction of third molars).
7. For congenital mouth malformations or skeletal imbalances (e.g. treatment related to cleft lip or cleft palate, disharmony of facial bone, or required as the result of orthognathic surgery including orthodontic treatment).
8. For dental implants and any related surgery, placement, restoration, prosthetics (except single implant crowns), maintenance and removal of implants unless specifically covered under the Certificate.
9. Diagnostic services and treatment of jaw joint problems by any method unless specifically covered under the Certificate. Examples of these jaw joint problems are temporomandibular joint disorders (TMD) and craniomandibular disorders or other conditions of the joint linking the jaw bone and the complex of muscles, nerves and other tissues related to the joint.
10. For treatment of fractures and dislocations of the jaw.
11. For treatment of malignancies or neoplasms.
12. Services and/or appliances that alter the vertical dimension (e.g. full-mouth rehabilitation, splinting, fillings) to restore tooth structure lost from attrition, erosion or abrasion, appliances or any other method.
13. Replacement or repair of lost, stolen or damaged prosthetic or orthodontic appliances.
14. Preventive restorations.
15. Periodontal splinting of teeth by any method.
16. For duplicate dentures, prosthetic devices or any other duplicative device.
17. For which in the absence of insurance the Member would incur no charge.
18. For plaque control programs, tobacco counseling, oral hygiene and dietary instructions.
19. For any condition caused by or resulting from declared or undeclared war or act thereof, or resulting from service in the National Guard or in the Armed Forces of any country or international authority.
20. For treatment and appliances for bruxism (e.g. night grinding of teeth).
21. For any claims submitted to the Company by the Member or on behalf of the Member in excess of twelve (12) months after the date of service.
22. Incomplete treatment (e.g. patient does not return to complete treatment) and temporary services (e.g. temporary restorations).

23. Procedures that are:

- part of a service but are reported as separate services
- reported in a treatment sequence that is not appropriate
- misreported or that represent a procedure other than the one reported.

24. Specialized procedures and techniques (e.g. precision attachments, copings and intentional root canal treatment).

25. Fees for broken appointments.

26. Those not Dentally Necessary or not deemed to be generally accepted standards of dental treatment. If no clear or generally accepted standards exist, or there are varying positions within the professional community, the opinion of the Company will apply.

LIMITATIONS – Covered services are limited as detailed below. Services are covered until 12:01 a.m. of the birthday when the patient reaches any stated age:

1. Full mouth x-rays – one (1) every 5 year(s).
2. Bitewing x-rays – one (1) set(s) per 12 months.
3. Oral Evaluations:
 - Comprehensive and periodic – two (2) of these services per contract year. Once paid, comprehensive evaluations are not eligible to the same office unless there is a significant change in health condition or the patient is absent from the office for three (3) or more year(s).
 - Limited problem focused and consultations – one (1) of these services per dentist per patient per 12 months.
 - Detailed problem focused – one (1) per dentist per patient per 6 months per eligible diagnosis.
4. Prophylaxis – two (2) per contract year. One (1) additional for Members under the care of a medical professional during pregnancy.
5. Fluoride treatment – two (2) per contract year under age fourteen (14).
6. Space maintainers – one (1) per lifetime for Members under age sixteen (16) when used to maintain space as a result of prematurely lost deciduous molars and permanent first molars, or deciduous molars and permanent first molars that have not, or will not, develop.
7. Sealants – one (1) per tooth per 3 year(s) under age sixteen (16) on permanent first and second molars.
8. Prefabricated stainless steel crowns – one (1) per tooth per 24 months for Members under age fifteen (15).
9. Periodontal Services:
 - Full mouth debridement – one (1) per 3 years.
 - Periodontal maintenance following active periodontal therapy – one (1) per 6 months reduced by the number of routine prophylaxis received during that six month period so that the total prophylaxes for the period does not exceed one.
 - Periodontal scaling and root planing – one (1) per 24 months per area of the mouth.
 - Surgical periodontal procedures – one (1) per 24 months per area of the mouth.
 - Guided tissue regeneration – one (1) per tooth per lifetime.
10. Replacement of restorative services only when they are not, and cannot be made, serviceable:
 - Basic restorations – not within 12 months of previous placement.
 - Single crowns, inlays, onlays – not within 5 year(s) of previous placement.
 - Buildups and post and cores – not within 5 year(s) of previous placement.
 - Replacement of natural tooth/teeth in an arch – not within 5 year(s) of a fixed partial denture, full denture or partial removable denture.
11. Denture relining, rebasing or adjustments are considered part of the denture charges if provided within 12 months of insertion by the same dentist. Subsequent denture relining or rebasing limited to one (1) every 24 months thereafter.
12. Pulpal therapy – one (1) per eligible tooth per lifetime. Eligible teeth limited to primary anterior teeth under age six (6) and primary posterior molars under age twelve (12).
13. Root canal retreatment – one (1) per tooth per lifetime.
14. Recementation – one (1) per 12 months. Recementation during the first 12 months following insertion of the crown or bridge by the same dentist is included in the crown or bridge benefit.
15. An alternate benefit provision (ABP) will be applied if a covered dental condition can be treated by means of a professionally acceptable procedure which is less costly than the treatment recommended by the dentist. The ABP does not commit the member to the less costly treatment. However, if the member and the dentist choose the more expensive treatment, the member is responsible for the additional charges beyond those allowed under this ABP.
16. Payment for orthodontic services shall cease at the end of the month after termination by the Company.

Schedule of Benefits

Concordia Flexsm

	<u>Plan Pays</u>
Class I Services	
• Exams	100%
• All X-Rays	100%
• Cleanings & Fluoride Treatments	100%
• Sealants	100%
• Palliative Treatment (Emergency)	100%
• Space Maintainers	100%
Class II Services	
• Basic Restorative (Fillings, etc.)	80%
• Repairs of Crowns, Inlays, Onlays	80%
• Repairs of Bridges	80%
• Denture Repair	80%
• Simple Extractions	80%
• General Anesthesia	80%
Class III Services (After a twelve (12) month Waiting Period)	
• Inlays, Onlays, Crowns	50%
• Prosthetics (Bridges, Dentures)	50%
• Endodontics	50%
• Non-surgical Periodontics	50%
• Surgical Periodontics	50%
• Complex Oral Surgery	50%
Orthodontics	
• Diagnostic, Active, Retention Treatment	0%

Deductibles & Maximums

- \$50 per Contract Year Deductible per Member (excluding Class I) not to exceed \$150 per family
- \$2000 per Contract Year Maximum per Member

All services on this Schedule of Benefits are subject to the Schedule of Exclusions and Limitations.

Participating Dentists accept the Maximum Allowable Charge as payment in full.

United Concordia

Rider to Schedule of Benefits and Schedule of Exclusions and Limitations

Implantology

This Rider is effective on July 1, 2009 and is attached to and made a part of the Schedule of Benefits and Schedule of Exclusions and Limitations.

SCHEDULE OF BENEFITS

The Company will pay implantology benefits for eligible Members for the following Covered Services equal to 50% of the Maximum Allowable Charge.

Implantology Services

Surgical Services

- D6010 surgical placement of implant body: endosteal implant
- D6040 surgical placement: eposteal implant
- D6050 surgical placement: transosteal implant
- D6100 implant removal, by report

Supporting Structures

- D6055 dental implant supported connecting bar
- D6056 prefabricated abutment – includes placement
- D6057 custom abutment – includes placement

Implant/Abutment Supported Removable Dentures

- D6053 implant/abutment supported removable denture for completely edentulous arch
- D6054 implant/abutment supported removable denture for partially edentulous arch

Implant/Abutment Supported Fixed Dentures (Hybrid Prosthesis)

- D6078 implant/abutment supported fixed denture for completely edentulous arch
- D6079 implant/abutment supported fixed denture for partially edentulous arch

Single Crowns, Abutment Supported

- D6058 abutment supported porcelain/ceramic crown
- D6059 abutment supported porcelain fused to metal crown (high noble metal)
- D6060 abutment supported porcelain fused to metal crown (predominantly base metal)
- D6061 abutment supported porcelain fused to metal crown (noble metal)
- D6062 abutment supported cast metal crown (high noble metal)
- D6063 abutment supported cast metal crown (predominantly base metal)
- D6064 abutment supported cast metal crown (noble metal)
- D6094 abutment supported crown – (titanium)

Single Crowns, Implant Supported

- D6065 implant supported porcelain/ceramic crown
- D6066 implant supported porcelain fused to metal crown (titanium, titanium alloy, high noble metal)
- D6067 implant supported metal crown (titanium, titanium alloy, high noble metal)

Fixed Partial Denture, Abutment Supported

- D6068 abutment supported retainer for porcelain/ceramic FPD
- D6069 abutment supported retainer for porcelain fused to metal FPD (high noble metal)
- D6070 abutment supported retainer for porcelain fused to metal FPD (predominantly base metal)
- D6071 abutment supported retainer for porcelain fused to metal FPD (noble metal)
- D6072 abutment supported retainer for cast metal FPD (high noble metal)
- D6073 abutment supported retainer for cast metal FPD (predominantly base metal)
- D6074 abutment supported retainer for cast metal FPD (noble metal)
- D6194 abutment supported retainer crown for FPD – (titanium)

R-Implant (03/07)

Fixed Partial Denture, Implant Supported

- D6075 implant supported retainer for ceramic FPD
- D6076 implant supported retainer for porcelain fused to metal FPD (titanium, titanium alloy, or high noble metal)
- D6077 implant supported retainer for cast metal FPD (titanium, titanium alloy, or high noble metal)

Other Repair Procedures

- D7950 osseous, osteoperiosteal, or cartilage graft of the mandible or maxilla – autogenous or nonautogenous, by report
- D7951 sinus augmentation with bone or bone substitutes
- D7953 bone replacement graft for ridge preservation – per site

Deductible(s)

The annual Deductibles indicated on the Schedule of Benefits will be applied to implantology services.

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Maximum(s)

The annual Maximum indicated on the Schedule of Benefits will be applied to implantology services.

Waiting Period(s)

A 12 month Waiting Period will be applied to implantology services.

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SCHEDULE OF EXCLUSIONS AND LIMITATIONS

The Schedule of Exclusions and Limitations is amended as follows:

Exclusions

Any exclusions relating to implantology services are deleted.

The following exclusion is added to the Schedule of Exclusions and Limitations:

Implantology services are excluded if such services replace one (1) or more teeth missing prior to Member's eligibility under the Group Policy.

Limitations

The following limitation does not apply to the above listed implantology procedures:

An alternate benefit provision (ABP) will be applied if a covered dental condition can be treated by means of a professionally acceptable procedure which is less costly than the treatment recommended by the dentist.

The following limitations are added to the Schedule of Exclusions and Limitations:

Implantology services are limited to one (1) per tooth per lifetime.

Implantology services are limited to Member's age eighteen (18) and older.

1. DISCOUNT PROGRAM

Davis Vision is pleased to provide you with a low-cost, traditional vision Discount Program that provides significant discounts on eye exams, lenses, frames and additional eyewear options. Simply visit a participating vision provider and present your discount card and Control Code. With nearly 26,000 participating vision providers, you can find a provider near you by calling our toll-free Interactive Voice Response (IVR) system or visiting the Davis Vision website at www.davisvision.com. For more details, see the Accessing Benefit and Provider Information section on the reverse side.

The Discount Program entitles you to the following discounts off usual and customary fees:

Vision Plan:	Vantage Affinity Discount Program
Control Code/Client Control Number:	7602
Co-payment:	N/A, discount plan is 100% member paid at the time of service
Lens 123®:	Discounts on replacement contact lenses from 1-800-LENS123
Laser Vision Correction:	Discounts from participating laser vision providers

DAVIS VISION DISCOUNT SCHEDULE

MEMBER COST

Eye examination

Complete Examination	15% off Usual & Customary
Contact Lens Examination	15% off Usual & Customary

Frame

Frame—up to \$70.00 retail	\$40.00
Frame—over \$70.00 retail	\$40.00 plus 10% off the amount over \$70.00

Spectacle Lenses

Single Vision Lenses	\$35.00
Bifocal Lenses	\$55.00
Trifocal Lenses	\$65.00
Lenticular Lenses	\$110.00

Options (Add to Spectacle Lenses Prices)

Standard Progressive Lenses	\$75.00
Premium Progressive Lenses	\$125.00
Polarized	\$75.00
High Index Lenses	\$55.00
Glass Lenses	\$18.00
Polycarbonate Lenses	\$30.00
Blended Invisible Bifocals	\$20.00
Intermediate Vision Lenses	\$30.00
Scratch Resistant Coating	\$15.00
Anti-Reflective Treatment	\$45.00
Ultraviolet Coating	\$15.00
Solid Tint	\$10.00
Gradient Tint	\$12.00
PGX Lenses	\$35.00
Plastic Photosensitive Lenses	\$65.00

Contact Lenses

Conventional	20% off Usual & Customary
Disposable/Planned Replacement	10% off Usual & Customary
Lens 123®	Free membership with up to 60% off Retail Prices

Discount Schedule continued . . .



This card entitles the bearer and family to special discounted pricing

Name _____

Group United Concordia

Control Code 7602

Signature _____



Benefits you can see.

Discount Schedule continued . . .

Other Products

Non-Prescription Sunglasses	20% off Usual & Customary
Other Ancillary Products/Solutions	10% off Usual & Customary
Laser Vision Correction	Up to 25% off Usual & Customary

Note: Any special lens designs, materials, powers and frames may require additional payment.

2. LENS 123®

Lens 123® is a mail order program that allows you to enjoy the guaranteed lowest prices on replacement contact lenses—save up to 60% off retail prices. Members can conveniently call 1-800-LENS123 with a current prescription for this value-added service. The Lens 123® contact lens replacement program is endorsed by the industry's major manufacturers.

3. LASER VISION CORRECTION

Davis Vision's Laser Vision Correction program provides substantial discounts on laser vision correction procedures. Members are entitled to savings of up to 25% off usual and customary fees or a 5% discount off a center's advertised special through a network of preeminent physicians affiliated with Eye Centers of Excellence. (Some centers provide a flat fee equating to these discount levels.) See below for information on finding a participating laser vision provider near you.

HOW THE DISCOUNT PROGRAM WORKS WITH YOUR PLAN

You may choose from a list of Davis Vision contracted private practice providers or contracted retail locations for discounts on eyewear. If you already have a vision examination benefit as part of your health plan, you may use a network provider in your health plan network for your examination. Then use a Davis Vision contracted provider for your eyewear purchases (eyeglasses, etc.) and maximize your savings (you should verify whether or not the Davis Vision provider accepts outside prescriptions prior to your appointment).

ACCESSING BENEFIT AND PROVIDER INFORMATION

Whether you're looking for a participating vision provider or want more information about the discount plan, Davis Vision offers a number of convenient ways for you to get the information you need, when you need it.

AUTOMATED SERVICES (available 24/7)

Online—To access the United Concordia Davis Vision Discount Member Menu, visit www.davisvision.com and select "Find a Provider". In the second box, enter Control Code 7602 and click "Submit". From the Member Menu you can find a provider, review your benefits, obtain a confirmation number for laser surgery, take a satisfaction survey, visit Lens 123® to buy replacement contact lenses and more!

Over the phone—To access the automated Interactive Voice Response (IVR) system, call Davis Vision Customer Service at **1-877-923-2847** and enter Client Control Number 7602 when prompted. Select the appropriate menu option using your phone's touch pad.

CUSTOMER SERVICE

To speak with a customer service representative, call Davis Vision Customer Service at 1-877-923-2847. Enter Client Control Number 7602 when prompted. At the main menu, press "0". Our representatives are available to assist you from 8 a.m. to 11 p.m. ET Monday through Friday, 9 a.m. to 4 p.m. ET Saturday and 12 p.m. to 4 p.m. ET Sunday.



CUSTOMER SERVICE
1-877-923-2847

UNITED CONCORDIA
Insuring America's Dental Health