

Frequently Asked Questions



Q: Is this an insurance plan?

A: No, this is not an insurance plan. The NACo Dental Discount Program provides discounted prices on a wide range of services; you will pay for services at the discounted price at the time services are received.

Q: Can I include dependents in my program?

A: Yes, one of the wonderful features of these programs is that your entire household can receive the savings, even children living at college!

Q: Can I use my membership when I travel away from home?

A: Yes, your membership can be used at any participating provider in the United States.

Q: How do I get additional membership cards?

A: If you need additional cards for your household or have lost your card, please call **Careington's** Member Services at (800) 290-0523 and press option 1, then press option 1 again. They will be happy to send additional cards to you.

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

A: You will only receive a discount by going to a participating provider. You might try printing out a list of participating providers to share with your doctor or dentist to see if he/she could recommend any of the participating specialist locations.

Q: What do I do if I feel the provider overcharged me?

A: You can send a copy of your bill and a written letter to the administrator of the plan, **Careington International Corporation**, Attn: Provider Relations, P.O. Box 2568, Frisco, TX 75034. They will investigate your inquiry, and you will be contacted regarding the findings.

Q: Once I select a provider, am I assigned to that provider? How often can I change providers?

A: Another great feature of the discount plans is your ability to select any provider from the network. You can change providers at any time, and household members can select their own providers. Call **Careington's** Member Services at (800) 290-0523 for help finding participating providers or conduct a provider search at www.nacodentalplan.com.

Q: What should I say when I call a provider to make sure they participate?

A: The providers will recognize the name of the network with which they participate, so when you call, it is important to use the name of the correct network.