



## **“Employer Questions regarding Spirit Dental Plans”**

**How do I enroll my employees on this dental plan?** Employees should complete a Spirit Dental enrollment form and mail or fax to the address or phone number listed below.

**How do I make changes for a currently enrolled member?** Complete a Meritain Health change form (supplied in your Administrative Folder) and mail, email or fax to Meritain Health.

- To speed up the processing of terminations, fax Meritain Health the member’s name, SSN# and the last day of coverage.
- Check with Meritain Health before adding dependents to existing coverage. Some plans have eligibility requirements.

**How can I make the enrollment process run smoothly?** Double check enrollment forms before sending to Meritain Health. Please make sure your employees have provided all of the requested information.

- Complete information will ensure the timely enrollment of your members and prompt claim payments.
- A missing employee SS number may prevent Meritain Health from adding the person to their system. In addition, the group name employment date, birthdate, dependent names and birthdates are also needed to complete the enrollment process.

Advise anyone with a child who is age 19 and older that they must provide full time student verification when they apply for coverage.

- Children age 19 and older will not be added to the plan until Meritain Health has received documentation noting the current semester . Acceptable verifications are tuition receipt, class schedule, or a letter from the educational institution.
- Prior credit for waiting periods can be applied to employees who have continuously been covered under your groups prior dental plan. You must submit a copy of your prior carrier’s billing statement with the group application, including the original effective date of each employee’s prior coverage and the type of coverage they had with the prior plan (for example single, employee plus spouse or family). Prior credit is not available if there has been a break in coverage or for any employees that were not previously covered by your group’s prior plan.

Enrollment changes are processed within 2 business days of receipt.

- Change requests received after bills have been produced for the month will be reflected on the next month’s bill.

**How do I get ID cards or certificates?** These are automatically prepared for new members.

- To request a replacement, call Meritain Health and follow the voice prompts to the Customer Service Department.

**How do I get supplies?** Your agent can provide any additional applications.

**When will I receive the monthly premium billing?** Bills are mailed between the 7<sup>th</sup> & 15<sup>th</sup> of each month.

- If you do not receive a monthly bill, please notify Meritain Health’s Customer Service department.

**When is the payment due?** The payment is due on the first of the month. Drafting of payment can be setup through a checking, savings or credit card account. If paying by check please include a copy of your bill with the payment.

- Documentation must be attached if you pay something other than the billed amount.

***Please remember*** – Meritain Health is the Administrator of the plan. Do not contact Security Life Insurance Company. All questions, claims phone calls enrollment and changes forms go to Meritain Health.  
We appreciate your assistance and value you as a policyholder.

Mailing Address: Meritain Health  
400 Highway 169 S., Suite 800  
Minneapolis, MN 55426

Phone Number: (952) 541-0444; (800) 765-4224  
Fax Number: (952) 593-3711 (Changes, terms and Adds)