

BEST *One* Dental

QUICK REFERENCE GUIDE



BEST Life and Health Home Office Contact Information:

Customer Service 1-877-205-8767 - Fax: 208-893-5040 - CS@BESTLife.com

Claims: 1-877-205-8767 – Fax: 208-893-5040 - CS@BESTLife.com

BEST Life Hours of Operation: 5 am to 5 pm PST, Monday through Friday

Marketing Office: 1-800-366-2467 - Erik Ext 132 or Rick Ext 129

Effective Dates and Billing:

1st of the Month – Submission Deadline - **24th of the Month**

15th of the Month – Submission Deadline - **9th of the Month**

List Bills (Only) - 1st of the month -Submission Deadline – **24th of the month**

Credit Card and ACH Payment Options Available    

If the 15th is selected, the company will prorate a month and a half of premium for the first billing. Billings thereafter will be one-month increments on the 20th.

1st Draft of Application - Same Day as Application submission (Generally in the Evenings) – The application goes through a software application process. Information needs to be accurate or the application can potentially fail. Failed applications must be re-entered to issue.

Monthly Draft Date: The **20th** – Once the plan has issued and taken effect, customers can request any draft date up to the 24th by contacting to home office.

The Billing description on the bank statement will read **BEST Life** next to the charge.

Customer Fulfillment and Member ID Cards:

Customers receive an automatic email from newsales@gacquote.com on approval. The email has a copy of their card with their Member ID. This email also has a link to setup their BEST Life Member Portal.

<https://member.bestlife.com/member/login>

The Portal gives them access to printable cards and policy information. Within a few days of the application submission, a physical fulfillment with cards is then mailed to the customer as well.

Coverage Selection:

Customers have 30 days from the effective date to make any alterations or changes to the policy. Once 30 days has passed, changes or alterations cannot be made until the policy anniversary.

BEST Life home office has final say for any changes.

FREE TO **BEST**One Dental POLICY HOLDERS



VISION
DISCOUNT
PLAN



Eye Med Vision Discount Program

Best Life and Health customers and their dependents receive access to value-added discount programs that can help provide cost savings on vision care, eyewear, and more. These programs are automatically available to all members that are not currently enrolled on a fully-insured vision plan with BEST Life.

Details to the program are included in emailed customer fulfillment. To access these vision plan discounts, members will need to **print a copy of the discount ID card and locate an EyeMed Advantage network provider** from the website at <https://eyedoclocator.eyemedvisioncare.com/bestlife/en> or for any other questions please call **866-723-0514**.

PPO Network

The PPO dental network combines two national dental networks, **Dentemax** and **Connection Dental**, enabling us to broaden the availability of dental providers to our customers. The primary PPO Dental network serves over 20 million members. Coverage is accepted at over 442,000 dental locations.

When you find a dentist through the network search, call them and confirm they're still part of either network and if they are, they've agreed to the fee schedules that coincides with the coverage.

If they say no, or they're not sure, let us know so we can have someone from Best Life follow up on it.

List Billing for Employees

List Bill option requires 2 or more to start and maintain the billing. A List Bill collection form, ACH form, and a voided check are required to set this up. Once completed and received, Best Life will issue a list bill number that's required to enter on the application submission. This number is required to setup the company profile in the agent back office. **You MUST complete this first before entering the business.**

Once you have the company profile setup in the agent back office with the designated list bill number you can then enter the application. The List Bill number will be required when completing first page of the application.

At the bottom of the application where it asks 'Is this a centralized list bill' you answer yes.

After selecting 'yes', enter in the Best Life List Bill number and hit Tab to proceed with the application.

Brochures and Advertising

We have printed field brochures that can be requested by email or phone. We also have a custom brochure that we can add phone number, email, website, and QR code too.

If you have a website, you may want to consider adding Best One Dental as a quotable plan. This will give you access to our Trifold that you can print locally. The Trifold can be personalized with all of your agent contact information including QR code. This can expand your selling territory for potential pick up sales.