

1. How does the Dental Reimbursement Plan work?

This is a reimbursement plan sponsored by your employer that reimburses to you a portion of eligible dental expenses as described in the plan details.

2. How do I enroll in the Dental Reimbursement Plan?

Your enrollment in the Dental Reimbursement Plan is not automatic. You must elect the dental plan during annual enrollment to receive coverage. Simply complete the Dental Reimbursement Plan section in your online enrollment and select employee or family coverage, as desired.

3. Is there a Network of Dental Providers?

No, you may use the dentist of your choice.

4. Will I receive an ID card?

Each enrolled employee will receive two ID cards. If you elected coverage for your eligible dependents, their names will appear on your ID card. The ID cards will also include a summary of your plan, a website address for claim filing instructions, and customer service numbers for assistance.

5. How do I file a reimbursement claim?

You or your dental provider may file your claim. Claim forms for the employee and the dental provider may be downloaded from www.SaversAdmin.com/CWSDental. Just complete the form and submit it, along with a copy of your dental billing statement, per the instructions at the bottom of the claim form.

6. How do I receive reimbursement?

Reimbursements can be sent either to you or to your dental provider, depending on who files the claim form and your specific instructions. Reimbursements to the dental provider will be by live check. Reimbursements to you will be either by live check or direct deposit. Simply complete the direct deposit information on the claim form to have your reimbursement funds sent to you by direct deposit.

7. When will I receive my reimbursement?

A complete claims submission – which includes a completed claim form and a complete dental billing statement – received in the Savers Admin offices by 11:00 AM on a business day will be processed the same day. Claims received after 11:00 AM, or on a weekend or holiday, will be processed the next business day. Incomplete information will delay your reimbursement. Be sure to submit a completed claim form plus your dental billing statement for timely processing.

8. Will the dental reimbursement coordinate with my FSA plan?

Yes! Simply check the appropriate box on the claim form. Then, if your Dental Reimbursement Plan does not fully reimburse your eligible dental expenses, we will process the unpaid amount from your FSA plan. Of course, you must have elected an Medical FSA plan in the same plan year as the Dental Reimbursement Plan and you must have available funds in your Medical FSA.

9. If I have questions, whom do I call?

If you have questions or need assistance, please contact Savers Admin by email at claims@saversadmin.com or call 336-837-6712 or 800-949-0311, during regular business hours: 8:00 AM to 5:00 PM, Monday thru Thursday, and 8:00 AM to 1:00 PM, Friday. Our contact information may also be found on your plan's ID card.

10. Can I manage my account online?

An online Participant Portal site is available for you to check balances, view claims, etc. And, if you have enrolled in the FSA plan, it is the same website: www.saversadmin.com/FSALogin. If you have already registered for your online FSA Participant Portal account, you do not have to register again. If you elect the Dental Reimbursement Plan during annual enrollment, you will see your Dental Reimbursement Plan account and your FSA account listed on your Portal site effective January 1, 2018.