



## HSTA VB SUPPLEMENTAL

## 2025 Dental Plan Benefits Brochure

# How To Use Your Dental Benefits

This HDS brochure includes a brief description of how to use your dental plan. All benefits are governed by the provisions of your schedule of benefits with Hawaii Dental Service and HDS's Procedure Code Guidelines.



#### **Your Dental Benefits**

The health of your teeth and gums directly affects your overall health. Prevention is key, which means brushing twice a day, flossing daily, and regular visits to your dentist should be a top priority. Hawaii Dental Service (HDS) makes it easy and affordable for you, so take charge of your health and take advantage of your dental benefits.

#### **Getting Started**

#### **Register for Online Member Information**

The HDS website provides valuable information on your dental plan. You will be able to review your dental plan benefits, search for a participating dentist, view your tooth chart, view your Explanation of Benefits reports, print your membership card, and more!

#### To register:

- 1. Visit <u>HawaiiDentalService.com/EUTF</u>.
- 2. Click "Member Login."
- 3. Click "Create an Account."
- Complete the "Account Registration" form.
- For the survey questions, you must scroll to the bottom of each section in order to make your selection: "I agree" or "I do not agree."
- Select "Yes" to be notified via email when a claim is processed and "Yes" to "Request electronic Explanation of Benefits."
- 7. Click "Register."

Please note HDS members 18 years and older must register for their own account.

#### Effective Date of Eligibility

If you are a new HDS member enrolling in this plan, your employer will let you know the start date (effective date) of your dental coverage. An HDS membership card will be mailed directly to you after HDS is notified of your start date.

- At your first appointment, let your dental office know that you are covered by HDS and present your HDS membership card.
- If you need dental services immediately after your effective date of dental coverage but have not received your HDS membership card, you may print or request

a card online at <u>HawaiiDentalService.com/EUTF</u> or you may ask your dentist to confirm your eligibility with HDS prior to receiving services.

#### **Eligible Persons**

Check with your employer to determine who is eligible to be covered as your dependent(s) under your plan.

Dependent children with disabilities who exceed your plan's age limit may be eligible for coverage. They must live with you and meet <u>all</u> of the following criteria:

- Unmarried, and
- Incapable of supporting themselves because of physical or mental incapacity that began before your plan's cutoff age for dependent coverage.

#### **Updating Information**

To ensure that you and your family receive the full benefits of your plan and that HDS processes your dental claims accurately, please notify your employer immediately of any of the following:

- Name change
- Address change
- Add/remove dependent(s)

#### Selecting a Dentist

## In Hawaii, Guam, and Saipan, Choose an HDS Participating Dentist

You may select any licensed dentist; however, you save on your out-of-pocket costs when you visit an HDS participating dentist for services received in Hawaii, Guam, and Saipan. HDS participating dentists agree to accept an HDS schedule of fees for services that are covered.

About 95% of all licensed, practicing dentists in Hawaii participate with HDS, so it is more than likely your dentist is an HDS participating dentist. For a current listing of HDS participating dentists, visit the HDS website at <a href="HawaiiDentalService.com/EUTF">HawaiiDentalService.com/EUTF</a> or call the HDS Customer Service department.

## On the Mainland, Choose a Delta Dental Participating Dentist

HDS is a member of the Delta Dental Plans Association (DDPA), the nation's largest and most experienced dental benefits carrier with a network of more than 348,000 dentist locations. If your job takes you out of state or your child attends school on the Mainland, we

recommend that you and/or your dependents visit a Delta Dental participating dentist to receive the maximum benefit from your plan.

To view a list of Delta Dental participating dentists:

- Visit <u>HawaiiDentalService.com/EUTF</u> and click on "Find a Dentist."
- Click on the "US Mainland & Puerto Rico" button to search for a dentist.
- 3. Select the Specialty from the dropdown box, then select "Delta Dental Premier" as your plan type.
- 4. Click "No" for current location, then enter the zip code of the location you are searching for.
- Click on the "Find dentists" button and a list of participating dentists will be displayed. You may call the HDS Customer Service department at (808) 529-9310 on Oahu or toll-free at 1-866- 702-3883.

## Visiting a Delta Dental Participating Dentist

- When visiting a dentist on the Mainland, let the dentist know that you have an HDS plan and present your HDS membership card.
- If the dentist is a Delta Dental participating dentist, the claim will be submitted directly to HDS for you.
- Provide the dentist with the HDS mailing address and toll-free number located on the back of your membership card.
- HDS's payment will be based upon the Delta Dental dentist's agreed upon fee for his/her state.
- Your Patient Share will be the difference between the Delta Dental dentist's agreed upon fee and HDS's payment amount.

#### **Visiting a Non-Participating Dentist**

If you choose to have services performed by a dentist who is not an HDS or Delta Dental participating dentist, you are responsible for the difference between the amount that the non-participating dentist actually charges and the amount paid by HDS in accordance with

your plan.

 The non-participating dentist will render services and may submit a completed claims form to HDS on your behalf or provide you with a completed claims form to submit to HDS. If the non-participating dentist provides you with a completed claims form, mail the completed form to:

HDS – Dental Claims 900 Fort Street Mall, Suite 1900 Honolulu, HI 96813-3705

 HDS payment will be based on the HDS non-participating dentist fee schedule, and a reimbursement check will be sent to you along with your Remittance Advice.

Whether you visit a participating or non-participating dentist, please be sure to discuss your financial obligations with your dentist before you receive treatment. All dental claims must be filed within 12 months of the date of service for HDS claims payment.

#### What Is Covered

#### (for each person covered under the plan)

**Plan Maximum** is the most HDS will pay for each person for all covered dental services performed during the plan year. (Included in some plans; see your specific plan's Summary of Benefits.)

Benefits that are paid under the active employee plans at the time of retirement are counted against the maximums and limitations of the retiree plans of the same carrier if they occur within the same calendar year.

What follows is a list of the dental procedures covered under this policy.

Please refer to your Summary of Benefits for copayment percentages, waiting periods, and time limitations. If a procedure is not listed below, it is not covered.

## Diagnostic, Preventive, and Emergency Dental Procedures

- Examination or evaluation
- Simple cleanings
- Bitewing X-rays
- Fluoride
- Full-mouth X-rays
- Sealants on the decay-free, biting surface of permanent molars
- Space maintainers when a primary tooth is prematurely lost

- Emergency treatment to relieve pain
- Emergency evaluation

#### All Other Dental Procedures

A waiting period may apply to all of these procedures, unless otherwise covered immediately as noted on your specific plan's Summary of Benefits.

- Composite (tooth-colored) filling on front teeth, amalgam (silver-colored) fillings on back teeth; replacing an existing filling is covered once every two years.
- Stainless-steel crowns are covered on primary teeth. Replacing this type of crown is covered once every two years.
- Root canal treatment and therapy
- Pulpotomy and pulpal therapy
- Basic periodontal cleanings, either a simple cleaning or a specialized/extensive cleaning, such as a basic periodontal cleaning
- Surgical or non-surgical treatment on tooth roots
- Scaling and root planing (deep cleaning for gum disease) once per area (upper right, lower right, upper left, lower left) every two years
- Removing and reforming diseased gum tissue once per area every three years.
- Tissue graft procedures and removal of excess tissue
- Bone surgery once per area every three years
- Non-surgical extractions
- General anesthesia in conjunction with covered surgical procedures, once per treatment.
- Crowns are covered but only when teeth are broken down by dental decay or accidental injury and can no longer be restored adequately with a filling material. Replacing a defective existing crown is covered when it is at least seven years old. Porcelain on crowns is covered only on the six front teeth and four bicuspids. Crowns, other than stainlesssteel crowns, are covered only for persons ages 12 and up.

- Denture repairs; relining and rebasing dentures to improve their fit; recement fixed bridgework; repair fixed bridgework.
- Appliances to replace missing teeth are covered for persons ages 16 and older when chewing function is impaired due to those missing teeth. The appliance may be a partial denture, full denture, or a fixed bridge. Replacement of a defective appliance to replace missing teeth is covered if that appliance is at least seven years old.

#### **Optional Procedures**

We pay for the least expensive dental procedure necessary to fix the problem, as outlined in the section "What Is Covered." You have to pay the rest of the dentist's fee if a more expensive dental procedure is selected.

#### What We Don't Cover

The following are general exclusions not covered by the plan:

- Services for injuries and conditions that are covered under Workers' Compensation or Employer's Liability Laws; services provided by any federal or state government agency or those provided without cost to the eligible person by the government or any agency or instrumentality of the government
- Congenital malformations, medically related problems, cosmetic surgery, or dentistry for cosmetic reasons
- Procedures, appliances, or restorations other than those for replacement of structure loss from cavities that are necessary to alter, restore, or maintain occlusion
- 4. Treatment of disturbances of the temporomandibular joint (TMJ)
- 5. All prescription medication
- 6. Hawaii general excise tax imposed or incurred in connection with any fees charged, whether or not passed on to a patient by a dentist
- All transportation costs such as airline, taxicab, rental car, and public transportation are not covered
- 8. Other exclusions are listed in the HDS Procedure Code Guidelines, which is included in your employer group's dental contract

#### **Helping You Manage Your Costs**

HDS participating dentists agree to accept an HDS schedule of fees for services that are covered and charge you at the agreed upon fee, even after you reach your annual Plan Maximum.

Your participating dentist may submit a preauthorization request to HDS *before* providing services. With HDS's response, your dentist should explain to you the treatment plan, the dollar amount your plan will cover and the amount you will pay.

This preauthorization will reserve funds for the specified services against your Plan Maximum. It will also help you to plan your dental services accordingly should you reach your Plan Maximum.

#### **HDS Reports and Payments**

## Explanation of Benefits (EOB) Statement

HDS provides its members with Explanation of Benefits (EOB) statements that summarize the services you received from your dentist and list payment information.

EOBs are available electronically and are accessible through your HDS website account. If you choose to receive EOBs through the mail, you will not receive an EOB for services with no patient share or when only tax is due.

It is important to note that the EOB statement is not a bill. Depending on your dentist's practice, your dentist may bill you directly or collect any portion not covered by your plan at the time of service.

#### **Calculating Your Benefit Payments**

The amount you owe your HDS participating dentist includes the contracted amount (the most you'll have to pay), any applicable deductible amounts, and taxes, minus what HDS pays. Participating dentists are paid based upon their allowed fee (the amount to which the benefit percentage is applied to calculate the HDS payment).

Example: Your dentist may be contracted to charge \$100 for your dental treatment or service. Your HDS plan will cover 55% or \$55. This means you will be responsible for paying the balance of \$45.

It is important to note that when determining payment, HDS may consider your prior dental work performed under another plan and your current plan's limitations.

#### **Questions on Your Claims**

If you have any questions or concerns about your dental claims, please call our Customer Service department at (808) 529-9310 on Oahu or toll-free at 1-866-702-3883.

#### **Claims Appeal Process**

If a service is not covered (in whole or in part), a copy of the specific rule, guideline, or protocol relied upon in making the benefit determination will be provided free of charge upon request by you or your authorized representative.

If you disagree with a benefit determination, you have the right to appeal the decision. To appeal, you or your authorized representative must submit an appeal request in writing to the address below. You have one year from the date of the EOB notifying you of the benefit determination to submit your appeal request:

#### HDS

Attn: Appeals Manager 900 Fort Street Mall, Suite 1900 Honolulu. HI 96813-3705

Your request should include:

- HDS Subscriber ID
- Patient name
- Contact phone number and mailing address
- Claim number
- Treating dentist's name
- Date of service/services being appealed
- Description of the reason for the appeal
- Any documents that support the appeal

HDS will review your request and provide you with a written response within 30 days.

For appeals related to disputes regarding issues other than benefit coverage or payment, HDS must receive the appeal within one year from the date of the action, omission, or decision being contested.

## Dual Coverage/ Coordination of Benefits

- Please be sure to let your dentist know if you are covered by any other dental benefits plan(s).
- When you are covered by more than one dental plan, the amount paid will be coordinated with the insurance carrier(s) in accordance with guidelines and rules of the National Association of Insurance Commissioners. Total payments or reimbursements will not exceed the dentist's Allowed Amount when HDS serves as the second plan.
- There is a limit on the number of times certain covered procedures will be paid, and payment will not be made beyond these plan limits.
- Coverage of identical procedures will not be combined in cases where there are multiple plans. For example, if you have two plans and each includes two cleanings during each calendar year, your benefits will cover two cleanings (not four) in each calendar year.

#### Fraud and Abuse Program

Fraud and abuse are taken seriously at HDS. HDS periodically conducts reviews at HDS participating dentists' offices to ensure that you are being charged in accordance with HDS's contract agreements.

If you see services listed on your EOB that were not performed or are aware of any false information submitted to HDS, you may file a confidential report online, over the phone, or by email:

• Online:

HawaiiDentalService.ethicspoint.com

• Toll Free: 1-866-505-9227

• Email:

<u>HDSCompliance@hawaiidentalservice.com</u>



#### Summary of Dental Benefits HSTA VB Active Supplemental - Group No. 2602 Effective: 07/01/2025

This summary is a brief description of a Hawaii Dental Service (HDS) member's dental benefits. Some limitations, restrictions, and exclusions may apply. Plan benefits are governed by the provisions detailed in the group's and/or subscriber's agreement with HDS, HDS's Procedure Code Guidelines, and Delta Dental National Policies when applicable. Certain provisions may vary across group agreements such as waiting periods, frequency and age limitations, etc. and may not be included in this summary. For additional information, please contact HDS Customer Service. As an HDS member, you may visit any licensed dentist, but your out-of-pocket costs may be lower when visiting an HDS participating dentist. Unless specified, dental claims must be filed within 12 months of the date of service to be eligible for HDS claims payment. Refer to Special Considerations when applicable.

	HSTA VB SUPPLEMENTAL
Plan Maximum	\$750
The most HDS will pay for each person for all covered dental services performed.	per plan year
services performed.	LIDC DI ANI DAVC
DIA CHASTIA	HDS PLAN PAYS
DIAGNOSTIC	HSTA VB SUPPLEMENTAL
Examinations	50% 2 per calendar year
Bitewing X-rays	50% 2 per calendar year through age 14 1 per calendar year ages 15 and older
Other X-rays	50% Full mouth X-rays 1x/5
PREVENTIVE	
Cleanings	50% 2 per calendar year
Fluoride	50%
	2 per calendar year through age 19
Silver Diamine Fluoride  Up to 6 teeth per service date and fillings covered after 30 days of SDF treatment	50%
Sealants One treatment per tooth per lifetime to permanent molar teeth when there are no prior fillings on biting surfaces	50% Allowed through age 18
Space Maintainers	50% Allowed through age 17
TOTAL HEALTH PLUS BENEFITS	
If the member has multiple conditions, the member will be eligible and/or gum maintenance treatments of a single condition. All b	
Diabetes	
Cleanings/Gum Maintenance	Additional 2 per calendar year
Cancer (other than Oral)	
Cleanings/Gum Maintenance	Additional 2 per calendar year
• Fluoride	Additional 2 per calendar year
Oral Cancer	
Cleanings/Gum Maintenance	Additional 2 per calendar year
• Fluoride	Additional 4 per calendar year
Sjogren's Syndrome	
Cleanings/Gum Maintenance	Additional 2 per calendar year
• Fluoride	Additional 4 per calendar year
Stroke	
Cleanings/Gum Maintenance	Additional 2 per calendar year

Heart Attack Commentive Heart Failure	
Heart Attack, Congestive Heart Failure	
Cleanings/Gum Maintenance	Additional 2 per calendar year
Kidney Failure	
Cleanings/Gum Maintenance	Additional 2 per calendar year
Organ Transplant	
Cleanings/Gum Maintenance	Additional 2 per calendar year
Pregnancy (Expectant Mothers)	
Cleanings/Gum Maintenance	Additional 1 per calendar year
Medical Risk for Cavities	
• Fluoride	Additional 3 per calendar year
BASIC CARE	
Fillings Once every two years per tooth per surface	45% Silver fillings covered and white fillings limited to front of teeth. White fillings on back teeth will be processed as the alternate benefit of the metallic equivalent; the patient is responsible for the cost difference up to the amount charged by the dentist.
Root Canals	45%
Gum/Bone Surgeries and Maintenance Cleaning (maintenance) for gum disease limited to 2 per calendar year after qualifying gum treatment, where qualifying gum treatment is one or more of the following:  • Root Planing and Scaling – 1 every 2 years per quadrant  • Gum/Bone Surgeries – 1 every 3 years per quadrant	45%
Oral Surgeries	50%
MAJOR CARE	
Crowns	45%
Crowns	1x/5yrs per tooth when teeth cannot be restored with silver or white fillings.  White restorations (composite and porcelain) on posterior (back) teeth will be processed as the alternate benefit of the metallic equivalent; the patient is responsible for the cost
Fixed Bridges and Dentures	difference up to the amount charged by the dentist. 45%
	1x/5yrs per tooth ages 16 and older
Implants	50%
	1x/5yrs per tooth ages 16 and older Implants are covered as an alternate benefit when one tooth is missing between two natural teeth.
OTHER SERVICES	1x/5yrs per tooth ages 16 and older Implants are covered as an alternate benefit when one tooth
OTHER SERVICES  Emergency Treatment of Dental Pain (Palliative Treatment)	1x/5yrs per tooth ages 16 and older Implants are covered as an alternate benefit when one tooth
OTHER SERVICES  Emergency Treatment of Dental Pain (Palliative Treatment) Once per visit per dental office for relief of pain	1x/5yrs per tooth ages 16 and older Implants are covered as an alternate benefit when one tooth is missing between two natural teeth.  50%
OTHER SERVICES  Emergency Treatment of Dental Pain (Palliative Treatment)	1x/5yrs per tooth ages 16 and older Implants are covered as an alternate benefit when one tooth is missing between two natural teeth.
OTHER SERVICES  Emergency Treatment of Dental Pain (Palliative Treatment) Once per visit per dental office for relief of pain	1x/5yrs per tooth ages 16 and older Implants are covered as an alternate benefit when one tooth is missing between two natural teeth.  50%
OTHER SERVICES  Emergency Treatment of Dental Pain (Palliative Treatment) Once per visit per dental office for relief of pain Athletic Mouth Guards	1x/5yrs per tooth ages 16 and older Implants are covered as an alternate benefit when one tooth is missing between two natural teeth.  50%  45%  1x/24 months through age 18

Special Considerations: Orthodontic services are not covered if services were started prior to the date the patient became eligible under this employer's plan. If a patient's eligibility ends prior to the completion of the orthodontic treatment, payments will not continue. If your employer elects to remove the orthodontic benefit, coverage will end on the last day of the month that the change occurred. Self-administered or at-home applications (or any type of "do-it-yourself" orthodontics) are not covered. Orthodontics must be performed by a licensed dentist or supervised staff.

#### Access to HDS Information 24/7

#### Visit HDS Online at HawaiiDentalService.com/eutf to:

#### **ACCESS YOUR ACCOUNT**

- Click "Member Login."
- · Click "Create an account."
- Complete the "Account Registration" form.
- Select "Yes" to be notified via e-mail when a claim is processed and "Yes" to "Request electronic Explanation of Benefits."
- Click "Register."

#### SEARCH

- For an HDS participating dentist in Hawaii, Guam, or Saipan by specialty, location, handicap accessibility, weekend hours, and more
- For a Delta Dental Premier participating dentist on the Mainland or Puerto Rico by specialty, location, weekend hours and more

#### DOWNLOAD AND PRINT

- A summary of your benefits for tax purposes
- Blank claim forms
- Your HDS membership card
- Your EOB statements
- HDS Notice of Privacy Practices

#### CHECK

- Whether you and/or your dependents are eligible for HDS benefits
- What dental services are covered by your plan
- What the limits are of each type of covered service and how much you have used

#### VIEW

- Your Explanation of Benefits (EOB) statements
- A list of frequently asked questions
- HDS contact information

#### **REQUEST**

An HDS membership card to be mailed to you

#### **How To Contact HDS**

**Customer Service Representatives** 

Exclusive Phone Line for EUTF Members:

From Oahu: (808) 529-9310

Toll-free: 1-866-702-3883

Send Written Correspondence to:

Hawaii Dental Service

Attn: Customer Service

900 Fort Street Mall, Suite 1900

Honolulu, HI 96813-3705

#### **Customer Service Call Center Hours:**

Monday – Friday: 7:30 AM – 6:00 PM HST Excluding HDS-observed holidays,

Visit HawaiiDentalService.com/about/holidays

for the HDS observed holiday schedule.

FAX:

From Oahu: (808) 529-9366 Toll-free fax: 1-866-590-7988

E-mail: CS@HawaiiDentalService.com

Walk-in Office Hours:

Monday - Friday: 8:00 AM - 4:30 PM HST



- Mouth or jaw pain persists
- Mouth sores don't heal in two weeks
- You have problems chewing

Visit <u>HawaiiDentalService.com/EUTF</u> to access your HDS account, view benefits, and access more oral health information.



# Level up your smile game!

Schedule your dentist visit today.



Regular visits to the dentist for checkups and preventive care are fundamental to making your smile last and preventing tooth decay and gum disease. Don't wait—take advantage of your dental benefits and schedule an appointment today!

Maintaining good oral health is a foundation for overall wellness. A solid oral health routine includes:

- Brushing twice daily
- Flossing daily
- Seeing your dentist twice a year

#### Need a Dentist?

Find an HDS participating dentist at HawaiiDentalService.com/EUTF. Click "Find a Dentist" and search for nearby dentists by zip code or island name. Select a dentist and call the number provided to schedule an appointment.

If you need additional assistance in finding a dentist, call our EUTF dedicated HDS Customer Service line at (808) 529-9310 or toll-free at 1-866-702-3883.

Take care of your smile and overall health.

Make that appointment now!



Doctors and dentists recommend you take your baby to the dentist before their first birthday.



Clean your baby's gums with a damp washcloth after eating and drinking. Use a soft toothbrush and water to brush your baby's teeth and gums in soft gentle circles two times a day.



Don't let your baby fall asleep with a bottle of milk or a sugary drink at nap time or at night.



Give your child water instead of sugary drinks.



Don't share forks, spoons or food. This prevents germs that cause cavities from spreading to your baby.

to find our



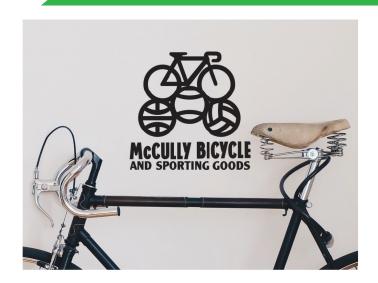






## Access Your **SMILE**Perks Now!

Log onto your HDS Member Dashboard at <u>HawaiiDentalService.com/EUTF</u> and click the link to the <u>HDS</u> Smile Perks. If you don't have an account, simply create one and follow the prompts.



## Take fitness to another level with a bike or sports gear!

Get new fitness gear from McCully Bicycle and Sporting Goods! HDS members get a 10% discount in store off selected items. Show the cashier your HDS member ID to redeem your discount. Discount applies to regular-priced items; excludes tennis balls and fishing supplies. - 2124 King Street, Honolulu, HI



### Lights. Camera. SMILE!

HDS members get 5% off any photo booth reservation with Party Pix Hawaii. Reserve your photo booth at <a href="mailto:partypixhawaii.com">partypixhawaii.com</a> and enter the discount code HDSFIVE during checkout to receive your SMILEPerks discount.



## Treat your pups to a day at a local oasis.

Aloha Dog provides day care, boarding, and grooming services for dogs. Aloha Dog is offering new clients 50% off the evaluation interview fee. Enrolling dogs 20lbs. and under. HDS members also receive a 10% discount for weekday boarding from Monday through Thursday. Call (808) 591-1727 for more information. Show your HDS member ID card and picture ID upon receiving services to redeem your discount. 525B Cummins St., Honolulu, HI



### Go places with Hawaiian Airlines

Save on your next trip to your dream destination! HDS members get an exclusive 5% discount on mainland and international web fares on Hawaiian Airlines! (Excludes fares for Tahiti and American Samoa.) Visit the HDS Member Portal to access this discount.

# **SMILEPerks**



#### SMILEPerks for HDS Members

Smile more with offers, deals and discounts from our affiliate partners!

Take advantage of deals and discounts on travel, fitness gear, event services and more. Make the most of being an HDS member and access your SMILEPerks today!

Learn More

Get more out of your HDS dental plan.
Take advantage of SMILEPerks!

- 1. Visit <u>HawaiiDentalService.com/</u> EUTF.
- Log into the EUTF Member Portal.
   In the HDS SMILEPerks block on the dashboard, click the link to "Learn More."
- 4. You will be directed to a membersonly SMILEPerks page with more information.

Look for this block on your HDS Member dashboard. Click "Learn More" to view all SMILEPerks details.