

Using Your SecureOne Plan

Who is eligible for SecureOne Individual Service Plans? As a SecureCare Dental member, you are eligible for, and have enrolled in all of the SecureOne Individual Service Plans. Your SecureOne services are included on the Plan Summaries enclosed in your member kit.

Your name and the names of the eligible covered family members are shown on your ID Card/Welcome Letter. Your ID card states the member coverage you have selected. Please be sure the coverage shown on your ID card matches the coverage indicated on the ID Card/Welcome Letter. **Your membership is valid through the end of the month shown on your ID card.**

Questions You May Have

1. **What services are covered?** Your SecureOne Plan includes these Service Plans: comprehensive Vision Service Plan, Dental Service Plan; Hearing Service Plan; Chiropractic Service Plan and Prescription Drug Service Plan. The services for each plan are shown on the enclosed Plan Summaries.
2. **What is our website address?** Our website address is: www.secureoneplan.com
3. **How do I locate a contracted provider?** To find contracted providers visit www.secureoneplan.com and click on the "Plan Services" link and you'll find links to our directory of contracted providers.
4. **How do I schedule an appointment?** To schedule an appointment, select a contracted provider from our directories. Then call the provider for an appointment. No referral/authorization is required.
5. **How will the provider know who is covered?** The provider may call their eligibility line to obtain up-to-date eligibility. When using your SecureOne Dental Plan in the event you have exceeded your SecureCare Dental calendar year maximum or have a benefit waiting period, be sure to show the provider your SecureOne ID card to access and use the valuable dental services discounts.
6. **Where do I find out more about my plan?** To find out more about your plan services, please go to www.secureoneplan.com and click on the "Find a Form" link. There you will find plan information.
7. **How do I receive services?** When you make an appointment with a contracted provider, please be sure to identify yourself as a SecureOne Plan member and present your I.D. card at each appointment. It will ensure that you receive the reduced rates offered exclusively to SecureOne Plan members.
8. **What if I lose my ID card?** If you lose your ID card, please email us for a new card at: service@secureoneplan.com or contact us at the toll-free number below.
9. **Where are claims sent?** There are no claims with SecureOne Plan. All discounted fees for services are handled between the patient and providers.
10. **Do I have any waiting periods, deductibles or pre-existing limitations?** No. SecureOne Plan does not have any waiting periods, deductibles or pre-existing limitations.
11. **Is there a frequency of services limitation each year?** There are no frequency limitations.
12. **Does my membership in SecureOne Plan expire?** To use the Service Plans, your membership must be current. Your ID shows the expiration date or renewal date for your membership.

THIS PLAN IS NOT INSURANCE and is not intended to replace health insurance. This plan does not meet the minimum creditable coverage requirements under M.G.L. c. 111M and 956 CMR 5.00. This plan is not a Qualified Health Plan under the Affordable Care Act. This is not a Medicare prescription drug plan. The range of discounts will vary depending on the type of provider and service. The plan does not pay providers directly. Plan members must pay for all services but will receive a discount from participating providers. The list of participating providers is at www.secureoneplan.com. A written list of participating providers is available upon request. Discount Medical Plan Organization and administrator: **SecureOne Plan**, 777 E Missouri Ave, Suite 121, Phoenix, AZ 85014; phone 888-429-0914.