

First Responder and HealthCare Heroes OSDP Program

Verification & Plan set up

Initial Patient Contact

Upon contact, staff (Call Center or Office) will explain the offer is for 1 free membership per household (a \$79 value). This offer is available for new non-insured members. No coordination of benefits allowed with any other discount or insurance.

OSDP Family, Couple, or 2 year Plans are also available and a \$79 credit will be applied towards the selected upgraded enrollment. Office must call CDI at 1(833)417-6453 for this option as online enrollment unavailable.

The patient must be notified that their eligibility for the program will be validated at the office upon arrival for new patient appointment. Proof of eligibility includes 1 of the following:

- Recent payroll check stub or W-2
- Valid employer issued ID
- Name badge reflecting the employer insignia from a qualifying healthcare or first responder organization
- Present for appointment in uniform (First Responders)

QSI or Practice Management System Plan set up

An account should be established and the new patient linked to the “Cash Plan” in the Insurance Program. Do not link patient to OSDP in QSI or other Practice management system unless the following steps are completed:

1. Patient eligibility documentation (ID, pay stub, etc.) validated
2. Registration in online portal completed and Member ID # assigned.

In QSI - Program 11 will require Plan “5000 Cash” insurance field (line 9) be linked. In the comment section of Program 11, “OSDP HealthCare “or “OSDP First Responder” should be entered on Line 14.

Office Responsibility

Prior to patients NP appointment, office will seek to validate active eligibility via the CDI “One Smile Dental Plan” Platform. If Healthcare/First responder eligibility not confirmed active via name search on One Smile Dental Plan Provider portal, the office will need to manually enroll member.

Upon arrival at the Office, Staff will validate member's eligibility by viewing one of the following:

- Payroll check stub or W-2
- Valid Employer issued ID
- Name badge reflecting the employer insignia from a qualifying healthcare or first responder organization

Office will document the eligibility document confirmed in the patient chart/record.

Enrollment:

Member enrollment for all Markets (except WA) can be processed at the CDI Group enrollment at:

<https://www.onesmiledentalplan.com/healthcare/>

Select RED "Join Now" and enter Promo Code: "HEALTHCARE".

The screenshot shows the OneSmile Dental Plan website. The header includes contact information (CALL 1 833 417-6453), hours (MON - FRI 7:00AM - 7:00PM CST), support, a language selector, and a members login button. The main navigation menu includes links for HOW IT WORKS, SUMMARY OF DISCOUNTS, ASK A QUESTION, and FAQ. The main content area features a blue background with a photo of a smiling woman. The text reads: "Membership Advantages 20% - 40% Savings on All Dental Services". Below this, it lists "YOUR OneSmile DENTAL PLAN OFFERS:" with a bulleted list: Exams, X-rays, Cleanings, and Periodontal Treatment; Fillings, Extractions, and Basic Restorative Work; Root Canals, Crowns, Bridges, and Dentures; and Includes Cosmetic, Specialty and Orthodontic services. A white box contains the text: "INDIVIDUAL \$79 PER YEAR" with a red slash through the price, and "YES! NO CHARGE TO JOIN! As a special Thanks YOU we have waived the Individual Membership Fee." Below this is a red button that says "JOIN NOW! - ENTER PROMO CODE: HEALTHCARE CLICK HERE". In the bottom right corner, it says "Offer expires December 31, 2020".

Upon completion of enrollment form, link the selected OSDP Plan to the patient in Program 11, line 9 (One Smile Dental Plan Individual, Couple or Family) and copy the "Member ID" to Line 12. Enter "OSDP HealthCare" or "OSDP First Responder" in the comment section on line 14. Remember to enter the effective date on Line 17 and the Cancel date (365 days in the future) on the cancel field on Line 18.

QSI Enhanced User Interface FRA

File Edit View Session Config Special Help

F1-Help F2-Lockup F3-Accept F4-Other F5-Add'l Menu F6-Calculator F7-Calendar F8-Macros F9-New Task F10-Exit F12-Multitask Pause-PrtWir

02 Patient Insurance Update (,11) Rec Insured Plan
 1 * TEST,HIM 40001 ONE SMILE DEN

Account #: 929242 TEST,SHE
 Account Type: EV
 Dep #: 0 TEST,SHE

Primary Record		Secondary Record	
1 N'ew,##	01 Last Update: 09/07/18	19 N'ew,##	Last Update:
2 Insured	* TEST,HIM	20 Insured	
3 Birth	12/12/1987 4 Sex M	21 Birth	22 Sex
5 Addr.	12345 REAL ST	23 Addr.	
6 Ct,St	LIVERMORE,CA 94551	24 Ct,St	
7 S.S.#	545-45-4654	25 S.S.#	
8 Relat'n	W WIFE ONE SMILE DENTAL	26 Relat'n	
9 Plan #	40001 ONE SMILE DENTAL PLAN/	27 Plan #	
10 Group #	DISCOUNT	28 Group #	
11 Local..		29 Local..	
12 MBR ID#	6149623834	30 MBR ID#	
13 Employ.	ONE SMILE DENTAL PLAN/OS	31 Employ.	
14 Comment	HEALTHCARE WORKER	32 Comment	
15 Comment	FIRST RESPONDER	33 Comment	
16 Verif'd		34 Verif'd	
17 Effect	09/17/20 18 Cancel 09/16/21	35 Effect	36 Cancel

S'ave, C'ancel Policy, DEL'ete, A'dd, M'ed, N'ext, ##: **SAVED**

Message Line

Main Menu Patient Update Patient Forms Ins Update Acct History Schedule Sched Search Check-out Charge Rpt Messages Timeclock

You may print off a copy of the activation summary for the patient and the place a copy in the chart as a record of enrollment. Below is an example of the activation summary.

onesmiledentalplan.com/member-services/

CALL 1 833 417-6453 | MON - FRI 7:00AM - 7:00PM CST | SUPPORT SELECT LANGUAGE 6149623834 MEMBER SERVICES LOGOUT

OneSmile
DENTAL PLAN

HOW IT WORKS SUMMARY OF DISCOUNTS ASK A QUESTION FAQ

<p>Individual Plan \$78.00/year</p> <ul style="list-style-type: none"> FREE Exams FREE X-rays Low Yearly Enrollment Fee NO Annual Maximums NO Claim Forms to Submit LARGE Selection of participating Offices 20%-40% off all dental services <p>UPGRADE TO A 2-INDIVIDUAL PLAN - \$20</p> <p>UPGRADE TO FAMILY PLAN - \$40</p> <p>Primary Subscriber Membership Name: Candace Test</p> <p>Membership ID: 6149623834</p> <p>Email Address: CANDACE.GUNDERSON@Monarch.COM Update my email address</p> <p>Phone Number: (360) 574-4127 Update my phone number</p>	<p>Print Your Membership Card(s) Your membership cards should be presented each time you visit a participating dentist.</p> <p>DOWNLOAD AND PRINT MEMBERSHIP CARD</p> <p>Description of Services The following is a description of the discount dental plan available to you and your family members. Download description of services</p> <p>Payment Receipt(s) View and print your dental plan enrollment receipts. Download 09-14-2020 receipt</p> <p>Fee Schedule Get a complete listing of all your discounted fees. Download General Dentist Fee Schedule</p> <p>Dentists Get a complete list of dentists in your area that accept your dental plan</p>
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Your patient is now ready for appointments and treatment planning. All benefits are identical as the standard One Smile Discount Program and access to the plan benefits for 12 months.