SmileSaver Integration Complete

In May 2005 SafeGuard® acquired SmileSaver_sm Dental & Vision in California. The final steps in the integration of these two companies was completed on April 9, 2007. We've created this newsletter to provide you with the information you need during this transition.

We value your participation in the SmileSaver dental & vision programs and we want to make sure you are happy with your plan and with the service we provide. At SafeGuard, our members are our first priority.

Important Information ...

- **New Customer Service Number.** If you have any questions about this transition or about your plan or provider, call SafeGuard Customer Service during the hours of 5 am and 6 pm, weekdays. A representative will be happy to assist you.

  We also have an Integrated Voice Response (IVR) system you can access after hours. Using this advanced telephone technology, you can change providers, request an ID card or Schedule of Benefits and confirm eligibility, among other functions. This service is available 24 hours a day, 7 days a week.

  Customer Service & IVR
  800.880.1800
  customer.service@safeguard.net

- **SafeGuard & SmileSaver provider networks have been combined.** You now have access to the entire SafeGuard provider network. This increases considerably the number of dental and vision care professionals available to you.

  You can find a listing of your new provider network by selecting "Dental & Vision Directories" on this website and use your social security number to access your plan information (the SafeGuard site is secure).

  If you'd rather not use your social security number, click on "Visitor". Select your plan type (Dental managed care or Managed Vision) and "California". Then, using the drop down menu, select your plan. You can search for providers using your zip code, a provider name, a city or county ... or even by language spoken.

  We also have an interactive website you can use. (See the following topic.)

- **New website** - **www.safeguard.net.** As you have learned, the SmileSaver website at **www.smilesaver.com** has been removed and redirected to the SafeGuard website.

  You now have access to your account through SafeGuard's interactive website. You can update your account, change providers, order ID cards or email our Customer Service Department. This is a great tool - and it's available 24/7, at no charge to you!

  To register, go to the Home Page and click on "To Access Your SafeGuard Files". It will take you to the first registration page. Just follow the instructions and it's easy to open your account. (Make sure you register with your name exactly as it appears on your ID card.) If you have questions, call Customer Service for assistance during regular business hours.

- **ID cards.** An ID card is not required to access care on your plan - your SafeGuard provider will contact us to confirm your plan benefits and eligibility. However, if you feel more comfortable bringing an ID card with you to your dental or vision appointment, you can use your current SmileSaver card. We will not be issuing new ID cards but you can go online to print a temporary card using the SafeGuard interactive website.

If you have any questions about this transition, contact your Human Resources Department (if you are covered under a group plan) or call SafeGuard's Customer Service Department. We will be happy to assist you.

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