

Frequently Asked Questions

Your Dental/Vision & Lasik policy and the coronavirus

April 22, 2020

In consideration of the COVID-19 (coronavirus) outbreak here in the US and around the world, we want to assure every member of the Reliance Standard and Matrix families that your health and safety, and that of your families, remain of paramount importance to us.

If an employer has to terminate all employees for 60 days and then rehire them, would the group coverage remain active?	The group would remain active with zero members for two months, and then resume coverage after 60 days. Rates and plan benefits would not change.
Will coverage continue if an employee was furloughed or temporarily laid off?	<p>For dental and vision coverage an employer/employee has the option to do what's best for them:</p> <ul style="list-style-type: none">• Option 1: If they terminate the coverage during this crisis and send us the termination date, we would no longer charge premium and claims payments would stop during this timeframe. When employment resumes, they can reinstate the coverage and as long as this is done within 12 months, their benefits (deductible, maximums) will resume as if they've never left.• Option 2: If they want to continue coverage, the employer may pay premium for the member and continue to keep them on the plan. There's no need to send in paperwork for this option. Just continue their coverage, and when they return to work, resume their contribution or payroll deduction as normal. We hope this reduces the administrative burden. In this scenario, claims payments continue as normal.• Option 3: If they want to continue coverage, they can pay premium via COBRA. In this scenario, claims payments continue as normal and when they come back to work, they would resume payroll deduction or employer contributions. <p>For vision coverage, some plans use a calendar year and others are based on the date of service. If a member terminates vision coverage (VSP, EyeMed or Vision Perfect) during a furlough period and then reinstates that coverage within the plan year or within 12 months, coverage would resume with the same plan frequencies. If coverage is reinstated after 12 months or after the plan year is complete, the plan would start over with new frequencies based on the new effective date.</p>

How long will this furlough policy continue?	This would last for the length of the crisis situation. We understand that some employers could be in crisis mode long after the coronavirus is contained. We will work with groups individually to do what's best for them.
Does the furlough policy pertain to all products?	This policy pertains to dental, vision, and LASIK coverage.
How long will coverage continue for employees whose hours are reduced?	We understand that this crisis could last long after the coronavirus is contained. We know that our policyholders are trying to do what's best for their employees and trust their judgement. If they consider the member eligible for benefits, we will too.
What if employees take COBRA coverage upon termination?	If employees are terminated and want to continue with COBRA, this continuation is available for as long as COBRA is allowed for a termination – typically 18 months.
If enrollment is delayed, what can we do to ensure that those who would have enrolled do not have any waiting periods or eligibility hardships once they come back to work?	We would work with the employer and make employees eligible when the employer makes them eligible, and not impose late entrant penalties.
Will Reliance Standard extend timely claim filing by 60 days given the current situation?	If your claim was not covered due to timely filing requirements, please contact a customer service representative for review.
Does Reliance Standard cover teledentistry claims?	We will adjudicate claims the same as we do today for services received in person in a traditional practice setting. Providers have been advised through ADA guidance on how to submit claims accordingly. Consideration of waiving frequency limits for applicable services will be determined on a case-by-case basis.
What if a member has an emergency and can't get in to see the provider they normally see?	We encourage our members to take care of their health needs. Please submit the claim as usual with a statement regarding your situation. We will be glad to review the claim on a case-by-case basis. It is important our customers are not affected by this time of uncertainty.
What if a child has exceeded the maximum covered age, and the provider canceled an appointment that was made while the child was still covered?	We encourage our members to take care of their health needs. Please submit the claim as usual with a statement regarding your situation. We will be glad to review the claim on a case-by-case basis. It is important our customers are not affected by this time of uncertainty.
Will a crown or bridge be covered if a tooth was extracted during a furlough?	If the member has returned to work and resumed their dental coverage, simply have the dentist provide Reliance Standard with the date of the extraction. If it occurred during the furlough, we will cover the replacement of the tooth, provided it is a covered procedure under the plan and the waiting periods have been met.
What if a member has paid a dental claim and wants to be reimbursed, but the claim requires x-rays and charting and the dental office is not open to provide this information?	Please have the employee contact our customer service representatives to waive the request for additional information when your dental office is closed.

<p>What if a member or dependent is actively receiving orthodontic treatment and the employee was furloughed or temporarily laid off?</p>	<p>Please have the employee submit a statement with their next orthodontic payment and we will restart the program and resume payment on the treatment program.</p>
<p>Will Reliance Standard allow electronic signatures if actual signatures cannot be obtained?</p>	<p>Effective immediately, Reliance Standard will allow electronic signatures on master applications. We will also accept a letter or email from a person of authority confirming acceptance of the application. For existing business change requests, we will accept a letter or email from the person of authority who is requesting the change.</p>