



TruAssure System Update FAQs for Groups

At TruAssure, we are truly committed to providing quality products and exceptional service. We want to keep you informed on our dental benefits administration update occurring June 8, 2023. Our team is dedicated to providing the resources and support you and your employees/members need to make this update as seamless as possible.

Many of these changes are behind the scenes, but there will be several changes you may notice that we want you to be aware of to help ensure a smooth transition for both you and your employees/members with as little disruption as possible. TruAssure is committed to providing you and your employees/members with the best possible experience for your dental program, and we are dedicated to providing the resources and support needed for a successful implementation of this update.

When will this change happen?

We are updating our dental benefits administration system on June 8, 2023. There will be a small time period where some functions may not be available on our website and benefit system closer to June 8. Our team is working diligently to make sure this is a seamless experience for our customers.

Will there be downtime to any systems?

Yes, there will be a small time period that some functions may not be available on our website closer to June 8. We will provide you with advanced notification prior to the service interruption.

- Groups will not be able to make eligibility updates online through the employer portal from May 26 through June 7 as we prepare for the June 8 system update. On June 8, eligibility updates can once again be made online. Please note: eligibility updates sent directly to TruAssure during this time will not be processed until after June 8.
- TruAssure's online member portal will be unavailable starting on May 30, and your employees cannot access benefit and claim information online until June 8.

Will our data be secure?

Yes, all security and privacy for your members' information always is prioritized by TruAssure. We will continue to focus significant time and investment on our personnel, systems, processes and technologies in addressing cybersecurity. Our planned technology updates will continue to offer more features to safeguard your information.

What is changing?

Many of our changes will be behind the scenes affecting our administrative processes, but you and your employees/members will each notice a number of changes.

- **Website:** The look and feel of our website is changing and will continue to have an easy-to-use format.
- **TruAssure employer portal:** You will see slight changes to the look and format of bills and various other correspondence materials available in the employer portal. **As an enhancement, you will now have access to reports in the portal, including benefits utilized by members, claims summary, claims incurred and claims paid, claims utilization, dentist payment distribution and more.** These automated reports are currently sent to you via email. With this change, you will be able to pull these reports at your convenience.



- **Claims processing:** As we prepare for the June 8 update, claims may be temporarily delayed by a week.
- **Bills:** Your group risk bill will be slightly delayed with an expected receipt date of May 26.
- **New passwords for employer portal login and member portal login:** If you have a registered active account on the TruAssure employer portal, you will keep the same username, but will need to set up a new password. Additionally, any employee with a registered account on the TruAssure member portal will keep the same username, but will need to set up a new password. If applicable, you and your employees will receive an email directly from TruAssure with your username, temporary password and link to our new portals by June 8. After the initial sign in with your username and temporary password, you will be prompted to update your password.
- **Employer portal access:** You will be able to request an employer portal account for others on your team or brokers through a form on our employer page at TruAssure.com. Once the form is submitted, the requested user will receive their username and temporary password to set up their account in three business days.
- **Member ID number:** Your employees will have new member ID numbers beginning June 8 as part of the system update. Their new ID number is 14 digits and will start with "51" followed by a series of zeros before their existing ID number (for example, if their existing ID is 123456 their new ID would be 51000000123456). After June 8, they can access their new member ID card online through the member portal at TruAssure.com.

Please visit our employer resource page at TruAssure.com for more information or help answer any additional questions you may have.

What will not be changing?

- Customer service phone numbers and emails. You will still be able to reach your account management and customer service representatives with the same phone number and email you have been using.

How can I get more information?

We will continue to be in touch with you as we approach June 8 with additional information and resources to help you through the transition. Our account management team is happy to help! Please contact Linda Remington at lremington@truassure.com.