



## TruAssure System Update FAQs for Brokers

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 clients 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 clients with as little disruption as possible. TruAssure is committed to providing you and our mutual clients with the best possible experience for their dental program, and we are committed 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 you and our mutual customers.

### **Will there be downtime for any systems?**

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

- Starting on May 23, online enrollment in our individual and family plans is unavailable on our website until June 8. Paper applications may be submitted by mail during this time. Applications are available on our [forms page](#).
- On May 30, the member portal will be unavailable for all members. As a result, your individual clients will not be able to access or update payment information until June 8.

### **Will data be secure?**

Yes, all security and privacy for your clients' 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 clients will each notice several changes as the look and feel, and functionality on our web portals are changing.

- **New Broker Portal!** TruAssure is introducing a new broker portal for your convenience where you will be able to access group benefit summaries, billing/invoices and more for your group clients (with the group's permission).
- **Small Group Quoting Tool:** Quoting for small groups (2-10 eligible) will continue to be available on our website, and anyone can quote without a login needed. The TruAssure Small Group Quoting Tool can be accessed at [truassurequote.com](https://truassurequote.com).



- **Claims processing:** As we prepare for the June 8 update, claims may be temporarily delayed by a week.
- **Bills:** Your group client's June risk bills will be slightly delayed with an expected receipt date of May 26.
- **Changes to employer and member portal logins for your clients:** Your clients who have registered active accounts on the TruAssure employer portal will keep the same username, but will need to set up a new password. Your clients will receive an email directly from TruAssure with their username, temporary password and link to our new portals by June 8. After the initial sign in with their username and temporary password, they will be prompted to update their password. Please note: group and individual members will also have to update their passwords for the member portal after June 8.
- **Employer portal for clients:** Your clients will see slight changes to the look and format of bills, reports and various other correspondence materials you receive from us. Your group clients will now have a list of reports available to them, including benefits utilized by members, claims summary, claims incurred and claims paid, claims utilization, dentist payment distribution and more.
- **Member ID number:** Members will have a new member ID number 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, members can access their new member ID card online through the member portal at [TruAssure.com](https://TruAssure.com).

Please visit the broker resource page at [TruAssure.com](https://TruAssure.com) for more information to 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 communicate 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](mailto:lremington@truassure.com).