



DENTAL

How we build our networks

To be included in a Sun Life dental network, a dentist needs to satisfy state licensing requirements. But, that is just the starting point.

You can be confident that any dentist that joins one of our networks has met our rigorous quality standards.

Our credentialing process includes reviewing:

- ✓ State licenses
- ✓ State dental board sanctions
- ✓ The National Practitioner Data Bank
- ✓ Drug Enforcement Agency certificate (when applicable)
- ✓ Professional liability insurance coverage
- ✓ Additional items as applicable

After a dentist meets our standards, we don't stop there. Dentists are re-credentialed every three years to make sure they continue to meet our standards.

The networks that Sun Life offers may include dentists from other companies' networks. We include these dentists to provide you with more access and choice. The companies whose networks we have selected have agreed to meet quality standards that are similar to the standards we adhere to for our own networks.

Sun Life has some of the largest dental networks to provide you with greater access and more choice. But, the Network of ONE is what is most important to us. We want you to find your dentist in our networks. So we continue to focus on making sure we have the right dentists in our networks – the dentists that matter the most to you.

Our recruiting efforts are ongoing, focusing on a variety of dental specialties and geographic locations to meet the needs of our members. If your dentist isn't listed in the network for your plan, please let us know. You can [nominate](#) your dentist online so we know you would like them to join our network.



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Sun Life's dental preferred provider organization (PPO) networks include dentists contracted with Dental Health Alliance®, L.L.C. (DHA) and dentists under access arrangements with other dental networks. Sun Life's prepaid dental networks include dentists contracted with Sun Life Assurance Company of Canada (SLOC) or with prepaid dental companies affiliated with SLOC. Prepaid dental companies are Denticare of Alabama, Inc., United Dental Care of Arizona, Inc., UDC Dental California, Inc., United Dental Care of Colorado, Inc., Union Security DentalCare of Georgia, Inc., United Dental Care of Missouri, Inc., Union Security DentalCare of New Jersey, Inc., United Dental Care of New Mexico, Inc., UDC Ohio, Inc., United Dental Care of Texas, Inc., and United Dental Care of Utah, Inc. In New York, prepaid dentists are contracted with Union Security Life Insurance Company of New York (Fayetteville, NY) and administered by Sun Life and Health Insurance Company (U.S.) (SLHIC) (Lansing, MI).

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