



## TruAssure System Update FAQs for Dentists

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 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 with as little disruption as possible.

### **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 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.

### **Will our 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 will notice several changes.

- **Website:** The look and feel of our website is changing and will continue to have an easy-to-use format.
- **TruAssure provider portal:** After May 23, please do not create a new account (register) for the provider portal or if you already have a registered account, please do not update your username or password until after June 8. You will be able to update your login credentials or register after June 8.
- **Changes to provider portal passwords:** Providers who have registered accounts on the TruAssure provider portal will keep the same username, but will need to set up a new password. These providers will receive an email directly from TruAssure with their username, temporary password and link to our new portal by June 8. On initial sign in with their temporary password, they will be prompted to change their password.
- **Claims processing:** Providers can continue to access claims in the dentist portal and as an enhancement, will be able to submit a claim or treatment plan electronically in our updated portal. As we prepare for the June 8 update, claims may be temporarily delayed by a week.
- **Patient information and procedure code search:** Providers can continue to find patients in the dentist portal by using all fields of the member ID or Social Security number, patient's first and last name and patient's date of birth to access a patient. **An enhancement, the portal will also feature a procedure code search where a provider can type in a procedure code and find patient plan coverage information.**



Please visit our [resource page](#) for more information contact 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 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. Please contact our customer service team with questions at 888-559-0779 or [CSI@TruAssure.com](mailto:CSI@TruAssure.com).