



# FAQs

## AGENT APPOINTMENTS & COMMISSIONS

**Q: How and where do I go to begin selling the plans through Quotit?**

A: To Begin selling DentaQuest Plans on Quotit you must first be appointed [Click on the link](#) to begin the appointment process. For additional information regarding appointment contact DentaQuest Broker Support: 877-508-9582. For technical questions regarding Quotit Platform contact Quotit Broker Service: 866-478-6848.

**Q: Is the appointment process 100% online?**

A: The appointment documents are PDF fillable forms. Currently, the process is not online.

**Q: Are there costs to be appointed**

A: No costs to be appointed.

**Q: How long does it take to get appointed and does the appointment include other products?**

A: 14 business days, the appointment includes DentaQuest appointment for Marketplace plans and Stand-Alone Dental Plans.

**Q: What identification number do I use to receive credit for a sale?**

A: The commission is based on the payee's NPN, broker or an agency.

**Q: How soon can I begin selling plans?**

A: You can sell plans anytime. However, commission payments require an appointment completion.

**Q: Is there training available and is it required?**

A: Training is available. Recommended, not required. DentaQuest has a dedicated representative to provide broker support line 877-508-9582 or email [DQbrokersalessupport@dentaquest.com](mailto:DQbrokersalessupport@dentaquest.com)

**Q: What is my commission percentage?**

A: Commission is 5% for exchange business and 10% for Stand Alone Dental in states of VA, FL, TN, OH, IN, LA 14.25% in TX, 15% in PA, GA, AZ, IL, MO.

**Q: Are any plan non-commissionable?**

A: No

## ENROLLMENT & CONTACTS

**Q: How do I enroll my clients electronically?**

A: Clients can enroll themselves. Agents make sure to add your unique enrollment link into the Online Application Settings page on your Quotit account settings, here are instructions:

- Log into your Quotit account <http://www.quotit.net>
- Go to the "Settings" Tab
- Click on "Online Application Settings" under "Individual & Family: Agency Preferences"
- At the bottom of the page click on the "Add" button.
- Select "State", "Product Type" and "Company/ Carrier Name"

**Online Application Settings:** Enter unique link into text box (Copy & Paste from broker portal or contact broker support for help on how to access link)

**Paper Application Settings:** Enter NPN

- Select "Save" and repeat steps above for every state you are appointed to sell.

**Q: How do I submit paper applications, by fax, email?**

A: We do not offer a paper application.

**Q: What forms of payment do you accept?**

A: The invoice provides the DentaQuest Member Portal website where payments can be paid online via credit card (Yes, Visa Master Card and Discover) and electronic check.

**Q: Is there an enrollment fee?**

A: No

**Q: What is the contact number to broker support?**

A: DentaQuest Broker Support: 877-508-9582 or Quotit Broker Service 866-478-6848

**Q: How do I submit an Agent of Record form?**

A: Email request to [DQbrokerslessupport@dentaquest.com](mailto:DQbrokerslessupport@dentaquest.com)



# ELIGIBILITY FOR COVERAGE

**Q: When do members come effective and how far in advance can an effective date be?**

A: The first of the month effective dates. The enrollment cutoff date is the 20th of each month prior. Premiums need to be paid. We have a 45-day grace period.

**Q: What are the valid ages of dependents**

A: Valid ages are 18 - 64, 64 and older

**Q: Are child only applications accepted?**

A: No, the applicant must be 18 years old.

**Q: If coverage already includes dependent children, how do you add an additional child (newborn or adopted) to current policy?**

A: Member Portal or call member services for the state in which the plan is sold.

**Q: What is the reinstatement rule if a policy lapses?**

A: For non-payment terminations, we can reinstate after member's payment is paid up to date.

# CLAIMS

**Q: Grace period claims, are they paid without premium or suspended?**

A: DentaQuest exchange policy claims are processed following the CMS rules.

**Q: How are claims submitted?**

A: Claims may be submitted electronically and/or by paper. Visit <https://www.dentaquest.com/en/contact-us> .

