



Spirit
DENTAL & VISION
Spirit Dental Provider FAQ

- 1. What networks do the Spirit plans use?**
 - a. The Spirit plans use the Careington networks, including MaxCare, Dentemax and CarePPO.

- 2. How do I know if I participate in the Network?**
 - a. If you are contracted with Careington you would be an in-network provider. You can search on [Spirit Dental Find a Provider](#) to make sure that you participate.

- 3. How can I join one of these networks to be an in network provider?**
 - a. *Careington Network*
 - i. [800-441-0380](tel:800-441-0380) option 8
 - ii. <https://provider.careington.com>

- 4. Who do I contact to verify benefits?**
 - a. If the patient's policy starts with a **9 or 09** you can verify benefits on this website:
 - i. <http://www.securitylife.com/vob>
 - b. If the patient's policy starts with a **letter** call Meritain at [800-765-4224](tel:800-765-4224)

- 5. Where do I mail claims to?**
 - a. **Policies that begin with a 9 or 09**

Security Life Insurance Company of America
Claims address:
PO Box 10188
Lancaster, PA 17605
Fax: [717-481-7175](tel:717-481-7175)

 - b. **Policies that begin with a letter**

Meritain Health
Claims Address:
PO Box 27267
Hopkins, MN 55343-0738
Phone Number: [800-765-4224](tel:800-765-4224)
Fax No: [763-852-5011](tel:763-852-5011)
Email: FI-NewBusiness@meritain.com

- 6. How long does it take for a claim to be processed?**
 - a. 90% of claims are processed within 10 business days of receipt.