

Citizens Security Life Insurance Co

12910 Shelbyville Rd, Suite 300

Louisville, KY 40243

P:800.843.7752 F:502.244.2420

Where do I send a dental claim?

Dental claims can be faxed to: 502-254-4077

Electronic: CX071

Mailed to: CS Benefits Claims Department

Box 436149

Louisville KY 40253-6149

Do I have to register on your website?

You have to register to use our online access. After you register, you can print or view your certificate of coverage, EOB's and check on your claim status, deductible met or maximum used per year. You can also print duplicate cards and claim forms.

Where can I find out what my benefits are?

You can print your certificate from our website at <https://mycsbenefits.com> (sign in, go to Documents and Forms, and choose "certificates") or you can call our Dental Claims Department at 800 843-7752 and speak with a customer service representative.

How do I file a claim?

Your dentist may file the claim for you. To file yourself, go to our website at <https://mycsbenefits.com>. Sign in, go to Documents and Forms, choose your state's claim form and print it. Please complete the Policyholder and Patient Information in sections 12 through 23, sign in section 36, complete the applicable Dentist information in sections 48 through 58, attach a copy of your itemized statement from the dentist and mail or fax it to us.

Do you accept electronic claims?

Yes, we accept electronic claims at CX071. We do not accept electronic attachments.

Do I have to pay the dentist and get reimbursed?

This is a decision made between you and the dentist; we will reimburse any provider or insured based on the indicator on line 37 of the 2006 ADA claim form.

Do I have to see an in-network provider?

This is based on your policy. Please review your certificate which is available online at <https://mycsbenefits.com>. Just sign in, go to Documents and Forms, and choose Certificates.

How do I find an in-network provider?

You will find all the links to the provider networks on our website at <https://mycsbenefits.com>. Please refer to your member ID card to identify your network.

Do I have to file a pre-estimate prior to doing treatment?

You are not required to file a pre-estimate; we will do one as a courtesy so you will know 1) if the treatment is covered and, 2) what will be paid. We do recommend you do this for any treatment over \$500.

Where can I get a claim form?

Claim forms are available from your dentist or on our website at <https://mycsbenefits.com>. Just sign in, go to Documents and Forms, and choose "claim forms".

Who do I call if I have question about a claim or EOB:

CS Benefits Claims 800 843-7752.

Can I fax requested information to you?

Yes, you can fax to 502 254-4077.