



Access Your DCPG Member Services Site

Although we pride ourselves on providing exceptional, personalized customer service to every member who calls us Monday through Friday, 8:00 a.m. to 4:30 p.m., we know there are times when you have questions after business hours. There are also times when it's just easier to go online.

Now, find answers to most of your dental coverage and oral health questions online, 24/7. Still have questions about how and why to access your Member Services site? The following should answer those questions, too.

What Can I Do Through The Member Services Site?

- Review electronic Explanation of Benefits (EOB) forms for your dental services.
- Check the status of your claims.
- Access up to 18 months of your dental claims history with DCPG, as well as the dental claims history of anyone covered through your membership.
- Verify who is covered under your dental benefits, including children age 18 or older who still qualify as dependents under DCPG guidelines.
- Order new membership cards.
- Notify DCPG of a new home address.
- Use our Cost Estimator to determine the average cost of dental procedures within a specific Zip Code.
- Keep up-to-date on the latest in oral health and beautiful smiles.
- Ask-A-Dentist an oral health question via email and get a response from a licensed dentist within 24 hours.
- Identify dentists on our network with a specific mile radius of your home or work.

How Do I Get Started?

Log onto www.dentalcareplus.com. Select the Plan Members tab on the left. Then, double-click on Member Services.

The next step is to create a password. You will need your member number (on your member card). Instructions for creating a password are on the site. These steps ensure that no one but subscribers can access family dental treatment records through the DCPG Member Services site.

What Happens If I Have Trouble Once Online?

During business hours, call us at 513-554-3180 or 800/367-9466. You can also email our Web Help Desk. A Frequently Asked Questions resource is also available.