

IMPORTANT CONTACTS

Here is a list of resources for the Dental Plan.

Aside from this summary, your other primary sources of Dental Plan information are the member services representatives at the **Claims Administrator** and **Avaya Health and Benefits Decision Center**. Additional resources include the Avaya Healthy Decisions Web site at www.AvayaHealthyDecisions.com.

Avaya Health and Benefits Decision Center

The **Avaya Health and Benefits Decision Center** is the enrollment administrator. You can reach the **Avaya Health and Benefits Decision Center** by phone on business days, Monday through Friday, from 8 a.m. to 8 p.m., Eastern time, at 1-800-526-8056 (option 1). You can call 1-800-952-0450 to reach a telecommunications device for the deaf.

Online With Avaya Healthy Decisions

You can access the Avaya Healthy Decisions Web site at www.AvayaHealthyDecisions.com.

Through the Web site, you can:

- Obtain claim forms,
- Browse through health and insurance information, or
- Make your benefit elections (during designated enrollment periods).

Aetna

Your primary source for Dental Plan information is **Aetna**, the **Claims Administrator** of the Dental Plan.

By Phone

Call **Aetna** Dental Customer Service at 1-877-508-6927. Representatives are available on business days, Monday through Friday from 8:00 am to 6:00 pm, Eastern time. Call this customer service number to:

- Obtain claim forms,

- Check the status of a claim,
- Register a complaint,
- Review a treatment plan,
- Get information regarding a predetermination of benefits,
- Enroll in the **DMO**, change your **DMO** dentist, or request a list of **DMO** dentists, or
- Switch between the **Traditional option** and the **DMO**.

For the hearing impaired, you may call 1-800-346-3344 to reach a telecommunications device for the deaf (TDD).

By Mail

Following is the address for all correspondence (including claim forms and legal actions regarding a claim for benefits), for the **Traditional option** and **DMO**.

Aetna Dental
P.O. Box 14066
Lexington, KY 40512-4066

When corresponding with Aetna, please indicate the coverage option you have selected.

Online

You can access the self-service Navigator Web site at www.aetnanavigator.com.

Through the Web site, you can:

- View and/or print current eligibility information,
- Locate a dentist,
- Check claim status and details,
- Request ID cards (**DMO** only), or
- Contact **Aetna** Member Services.

Other Contacts

Here is a list of other resources to contact about your coverage under the Dental Plan:

Contact / Service Provided	Address / Telephone Number
Domestic Relations Matters Group: Contact for matters relating to a Qualified Medical Child Support Order (QMCSO).	Domestic Relations Matters Group Aon Consulting of New Jersey, Inc. 270 Davidson Avenue, 7th Floor Somerset, NJ 08873
Plan Administrator: Contact for all legal actions, except for legal actions regarding a claim for benefits. Legal actions regarding a claim for benefits should be directed to Aetna (the Claims Administrator) at the above address.	Avaya Inc. Dental Plan Administrator 211 Mount Airy Road Basking Ridge, NJ 07920 E-mail: hwplanadmin@avaya.com