

# WELCOME TO MUTUAL OF OMAHA



Welcome to the Mutual of Omaha dental family! As work progresses to complete the onboarding process, here's an overview of what to expect.

- Member identification cards will be provided upon completion of the implementation process.
  - Note:** Member identification cards are mailed in completely discreet, unassuming packaging, so please be sure to check all mail.
- Until your company's enrollment is fully processed and accessible to our customer care team, specific provision verifications won't be available.

In the meantime, we're committed to ensuring your dental needs are met. If you need to visit a dentist prior to receiving your member ID card(s):

- Please call 800-927-9197 to check if your dental eligibility has been loaded. You don't need to wait for your physical card if you've been assigned a member ID.
- If eligibility is not yet loaded, you can still receive dental services, but your provider may require payment at the time of service. We can verify basic information about your new benefits, but this may not be accepted as proof of eligibility.
- Important:** Let your benefits administrator know prior to your appointment so we can reach out to your dentist prior to the appointment.
- If you're required to pay, we can assist with the claim submission process.



Employer: Bedford City School District  
Group ID Number: G000CFRY  
Effective Date: 01/01/2025

We are here for you

If you have questions about your dental coverage once it's fully implemented, contact your benefits administrator or call dental service at 800-927-9197.