



## Frequently Asked Questions

- **Is the Beam Brush included for everyone?**
  - Yes, every member and dependent can opt into the program as long as you are over 4 years old.
- **What's included in the Beam Perks Pack?**
  - Each member who opts in for the Beam brush (via email) will receive a motorized toothbrush, paste and one replacement brush head.
- **How do I use my brushing points?**
  - Every synced brushing event that is 2 minutes earns you 10 points. When you earn enough points, you can redeem them for the things you already buy at the grocery store like paste, floss, and replacement brush heads (right within the Beam app). Also available are gift cards to Starbucks and Amazon!
- **Do I need a smartphone to get the brush?**
  - No, you just need a valid email address that we can send the link to. You don't even need to sync the brush with the app to receive it. Beam operates like any other insurance carrier, but we give you the electric toothbrush.
- **Do I still get a physical ID card?**
  - Beam recognizes the need for self-service tools so we built out a best in class mobile app where you can see your ID card, pretreatment estimates, EOBs and more. With that said, we can still mail an ID card or send a PDF to your email if requested.

- **What if my brush breaks?**
  - If this happens, we are more than happy to replace the brush at no cost to the employee.
- **When will I receive my Beam brush?**
  - Beam Perks packs are shipped the first week of the month following the members opting in. For example, if a member is enrolled in Beam Dental Insurance on January 1st, then opts in via the email on January 10th, the Beam Perks pack (including brush) will be shipped the first week in February.
- **What else can I do on the Beam App?**
  - The Beam App is self-help at your fingertips! Use the app to access your digital ID cards, Find a Dentist, review pre-treatment estimates and follow your claims.
- **What major dental care is covered (for example: wisdom teeth, implants, etc)?**
  - Your Beam plan offers rich benefits for a number of procedures. However, it is always recommended to get a pre-treatment estimate prior to dental procedures so you know exactly what is covered and what you may be responsible to pay.
- **How do I check if my dependents are covered by Beam?**
  - You can always check your coverage, as well as your dependents by reviewing the 'Insurance' tab on the Beam App. Also, our member support team is always willing to assist and can be reached at (800) 648-1179 or [support@beam.dental](mailto:support@beam.dental)