

How do I get an ID Card?

Once your employer enrolls you in a plan, they'll request an ID card or Welcome letter be sent to you.

If you ever lose your card, you can print out another one by signing in to [MyDentalBenefits](#).

What is a digital ID card, and how do I get it?

It's a digital world, so we created a digital ID card.

Once you create your personal [MyDentalBenefits](#) account, you can view your ID card right from the homepage.

To access your digital ID card, download the [United Concordia Dental app](#) from the Apple App Store or on Google Play.

Then sign in with your [MyDentalBenefits](#) credentials. To view your card, just click the ID card link under My Benefits.

How long does it take for my ID Card to arrive?

You should get your ID card or Welcome letter 7-10 days after we receive your enrollment information.

You'll likely receive it in the mail by your plan's effective date—typically January 1 or July 1. But in some cases, it may arrive 7-10 days or so after your effective date.

If you have a dentist appointment scheduled, or if you're having a dental emergency and you haven't gotten your ID card or letter, please [contact us](#).

Our customer service representatives will verify your company details, determine your enrollment status or any other steps needed to get your ID card.

