



# You Need To Know

Kansas City Life Insurance Company

Kansas City Life Insurance Company is committed to providing comprehensive and competitive Group products in an ever-changing, competitive marketplace. We also take pride in providing the superior customer service you, our clients, deserve. With those guiding principles, effective **July 1, 2025**, Kansas City Life Group Benefits will be implementing changes for our dental clients.

## **Updated Dental Network**

We are enhancing the Kansas City Life Dental Alliance network to expand provider access and improve value. We will be replacing the Zelis and Guardian networks with Dental Health Alliance, United Concordia, and Dentemax. Connection Dental and Diversified Dental will remain a part of our network. While we recognize this could cause disruption for some of our members, we believe our new network stack will be stronger overall. Our website has been updated to reflect both the current network (through June 30) as well as the new network (effective July 1), which will allow members to locate in-network providers. Members are able to nominate providers to join the Kansas City Life Dental Alliance. We would encourage you to share this information with enrolled employees now. Please [click here](#) to access the PDF that should be shared with your employees.

## **New and Improved Member Portal**

We are launching a new member portal that will provide members secure access to dental benefit information. Members will be able to view Explanation of Benefits (EOBs), check deductibles and calendar year maximums, see predeterminations, and view rollover balances, if applicable. Members who previously registered will need to create a new login and will be encouraged to pre-register ahead of the July 1 transition. Information on the member portal and pre-registration will be provided in a subsequent communication in mid-June.

## **New Identification Cards and Claims Address**

Electronic ID cards should be distributed prior to the transition and will include updated network logos, a new mailing address for member-submitted claims, and a QR code to register for the new member portal. In-network providers have been notified of the upcoming changes and are prepared to submit claims. Communication regarding how to access the new ID cards will be

provided in a subsequent communication in mid-June.

## **Connection Hearing**

Please be advised that Connection Hearing services will be discontinued as of June 30, 2025. We apologize for any inconvenience.

## **What to Expect**

We wanted to provide this initial communication regarding these updates to our members as early as possible. In mid-June, you will be provided a communication reminding you of the changes, along with instructions for accessing the new ID card and the member portal which should be distributed to enrolled employees.

## **We'll Be With You ... We're Kansas City Life**

As with any change, we recognize there may be some disruption, but we are committed to a smooth and successful transition and assure you we will respond promptly to any questions or concerns that may arise. Please do not hesitate to reach out to your broker for assistance.



**KANSAS CITY LIFE**

**GROUP BENEFITS**

Kansas City Life Insurance Company  
3520 Broadway, Kansas City, MO 64111  
877-266-6767, ext. 8200  
[groupbenefits@kclife.com](mailto:groupbenefits@kclife.com)  
[www.kclgroupbenefits.com](http://www.kclgroupbenefits.com)

Kansas City Life Group Benefits | 3520 Broadway | Kansas City, MO 64111 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)