

## Smile Direct Club Closure

### Q&As for Anthem employer groups and brokers

**Did Smile Direct Club cease operations?** Yes, Smile Direct Club has closed its business and shut down their global operations effective December 8, 2023 — a few months after the teeth-straightening company filed for bankruptcy protection.

**What happens with members that started the process but have not yet received their aligners?** There may be some members who had just engaged in the program days before the closure announcement that have not yet received their aligners. Those orders have been canceled.

**Will we be notifying groups and members?** Impacted members will receive formal letters as soon as more information is available. Impacted members are encouraged to continue to check Smile Direct Club's website for updates and news.

**What does Smile Direct Club's closure mean for members with a treatment plan in progress?** Members receive all of their aligners at the beginning of treatment and can continue to use their aligners as directed.

**Will Anthem's network partner Byte® continue to offer Ortho@Home?** Yes, Byte® will continue to provide Ortho@Home for Anthem members. Byte® is financially stable and is owned by Dentsply Sirona, a multi-billion-dollar dental products and services company. Founded in 1899, Dentsply Sirona is well capitalized, and is a leading supplier of dental products in over 120 countries. Traditional in-office orthodontia including Invisalign will also continue to be covered both in-and-out-of-network with Anthem's orthodontia benefit on plans that currently provide this coverage.

**How do members receive oversight from a dental provider or orthodontist? What if members have questions or concerns about their orthodontia treatment?** We will provide additional information as it becomes available. Members should continue to check Smile Direct Club's website for current updates and information.

**If a member ordered clear aligners before the shutdown, will they still receive them?** No, all orders that were not yet processed or mailed have been canceled.

**What about the financial arrangements that I made for SmilePay with Smile Direct Club's financial institution HFD?** Members with questions regarding financial obligations with Smile Direct Club's financial institution, HFD, for SmilePay payment arrangements, should contact HFD at 1-877-874-3877, [support@gohfd.com](mailto:support@gohfd.com) or visit their website at [gohfd.com/](http://gohfd.com/). Anthem members are encouraged to contact Smile Direct Club or HFD for questions related to financial arrangements made with them and/or for questions related to treatment in progress.

**When will Smile Direct Club be removed from Anthem's provider directory?** Anthem has removed Smile Direct Club from Find Care and from Anthem marketing materials and broker, employer, and member communications will be developed once additional details are available.

**Where do members go if they want to start Ortho@Home treatment now?** Anthem members may receive Ortho@Home treatment from our network partner Byte®.

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