

# Introductory - Doctor FAQs

## Who is Lone Peak?

Our company is built on the mission to provide the best possible experience to all children, their parents and/or caregivers, and to our valued team members. With your help, we can make the world a better place today and create a brighter future for kids tomorrow.

## What is our mission?

We believe in providing a unique and fun environment where both kids and parents feel comfortable and trust their provider. When we do our best to put our patients first, kids and parents want to return consistently which create healthy habits that last a lifetime. We call this phenomenon Kidsperience, and we take great pride in delivering on our mission to every kiddo, every time.

## How will things change for our office?

You will see no change to your daily operations. We will be supporting your office and partnering with you and your team. Our Regional Operations Manager and Director of Operations will be on-site in the offices, supporting you in patient care.

There will be minor changes to the software platforms you utilize for time keeping, supply ordering and submission of invoices to our AP team.

## Will I be paid on the same dates?

No, our payroll is processed bi-weekly, currently on the week following your current schedule. We will provide a payroll calendar during onboarding.

## Am I eligible to enroll in benefits?

All full-time employees (anyone working over 32 hours per week on average)

## When do my health benefits start?

Health benefits will be effective the first day of the month following 30 days of hire.

## How do I enroll in health benefits?

Your People Team at [People@lonepeakdentalgroup.com](mailto:People@lonepeakdentalgroup.com) will provide you with a link when it is time to enroll.

## How do I waive coverage?

On the enrollment form select, **WAIVED**.

## What other benefits does Lone Peak offer?

Additional benefits include dental, vision and other ancillary benefits as well as the opportunity to participate in our 401(k).

**Will Lone Peak continue to cover my Professional Liability policy?**

Yes, we are already in process of setting this up. As long as you are seeing patients from one of the acquired offices, you are acquired. If you work at another unaffiliated office, you will need coverage for that office.

**What if I am currently on leave or planning a leave (i.e. medical, personal, etc. – this does not apply to vacation time off)?**

If you are on leave, you will transition over still being on leave. When you plan to return, you should contact your manager to submit a status change to re-activate you in the system. If you have an upcoming leave of absence, you should let your manager know so they can submit a Status Change which will place you on leave. \*If your leave is medically related, we do require a fit for duty (return to work) letter from your physician.

**So what's next?**

Very soon your Smile Center team will be onsite to host an onboarding meeting. We will provide A LOT more information at the time of acquisition! We are very excited for this partnership and look forward to getting into the office and meeting each of you.

These FAQ's are a brief introduction to Lone Peak. We know you will have additional questions and we encourage you to reach out. Please email your questions to us at:

**[People@lonepeakdentalgroup.com](mailto:People@lonepeakdentalgroup.com)**