



Making care easier and more rewarding

We understand that with the COVID-19 pandemic and the associated dental office closings, your regular routine dental has been disrupted. That is why we are launching a new, limited-time reward program and making permanent benefit changes to simplify time limits on preventive care.

Get a FREE electronic toothbrush

If you get a preventive cleaning with a network dentist between June 1 and August 31, 2020, we will send you a new electronic toothbrush at no cost to you. And you get replacement heads for 50% off. The offer is available to everyone covered by your plan – both adults and children.

You don't need to fill out any paperwork to qualify. We will monitor dental claims and automatically send you the toothbrush. One thing to keep in mind is that it can take a few weeks for a dentist to submit claims, so just be patient.

It's our way of rewarding you for a healthy smile.

Get preventive care on your schedule

We are making changes in the time limits on preventive care so you can get caught up on your preventive care. This means that if you missed a cleaning or exam, you will now be able to get that taken care of. The table below will give you the specifics of the changes.

Service	<u>Present Frequency</u>	<u>New Frequency</u>
Periodic Oral Exam	Once every 6 months	<u>Twice per year</u>
Teeth Cleaning	Once every 6 months	<u>Twice per year</u>
Bitewing X-Rays	Once every 6 months	<u>Twice per year</u>
Fluoride Treatments	Once every 6 months	<u>Twice per year</u>
Periodontal Cleaning	Once every 3 months	<u>Four per year</u>

NOTE: The 4 Periodontal Cleanings include the 2 standard tooth cleanings.

Some employer-sponsored plans already included these benefits. If yours already did, you can also take advantage of the more flexible timing. If you have any questions, either check with your Human Resources area or log into our Member portal to see your benefits.

Costs for Personal Protective Equipment

We have received a number of questions from members and providers about the cost of Personal Protective Equipment. In some cases, providers have expressed a desire to charge members directly for this equipment.

As a Delta Dental member, you don't need to worry about those costs. This is not allowed under our agreement with providers. We are working to educate our provider, but if you are charged accidentally Personal Protective Equipment, please contact our Member Service area at the phone number on your ID card.

Making a Difference

We want to thank you for being a member and assure you that we are working hard to support the entire oral health system as it reopens. We have made special efforts to support providers at this critical time. Among our support for providers are:

- A \$10 per visit additional payment from June 1 to August 31, 2020 to help offset reopening costs and support.
- A \$2 million commitment to the Massachusetts Dental Society Foundation's COVID-19 Fund that is intended to support Personal Protective Equipment for dentists.
- Offered all dentists the ability to participate in an advance payment of claims to give them additional financial support as they begin to reopen.