



A Message to Our Customers and Dental Patients Who Rely on Our Service

The health and well-being of Delta Dental enrollees, dental care providers and employees is our top priority. We are actively monitoring the Novel Coronavirus (Covid-19) situation and want to assure you that we have developed a coordinated strategy across our organization to address the issue as it evolves. We are deeply focused on ensuring patients continue to receive oral care and treatment, and that their care providers receive timely reimbursement for the services they provide.

We want to share various precautions and recommendations to help ensure that you, and those around you, stay healthy.

The Role of the Dental Practitioner in Maintaining a Safe Environment for Staff and Patients

The [American Dental Association](#) (ADA) has issued a [detailed guide](#) for dental providers which will help you understand the steps and precautions dental professionals are being asked to take to ensure your health and safety. Offices are being asked to follow the same stringent cleaning and disinfection strategies used during flu season. Additionally, they are receiving recommendations for ways to decrease risk through no-touch receptacles, reducing potential exposure in small or crowded waiting rooms by offering patients the option to wait in their car or somewhere else close-by and receive a phone call or text message when it is their turn for treatment, as well as extra care when assisting patients who may have a cough or other respiratory symptoms.

Additionally, if your doctor isn't feeling well and is unable to see patients, we have a process in place that allows the dentist to seek the assistance of a temporary doctor and continue to be reimbursed.

For important updates and the latest information about Coronavirus, we strongly recommend reviewing and following the Novel Coronavirus guidelines issued by the [Centers for Disease Control](#) (CDC).

Keeping You and Your Loved Ones Healthy

We recommend practicing active and appropriate hygiene. Wash your hands frequently. If you sneeze or cough, cover your nose and mouth with a tissue or your sleeve. If you don't feel well, please stay at home.

We know there is a strong connection between oral health and overall health, so it's especially important you do all you can to stay healthy – and that includes brushing, flossing and seeing the dentist. Gum disease can weaken your immune system. So being proactive

about your oral health – while it may not prevent you from getting sick – can certainly help keep your body’s natural defenses strong.

Ensuring Care in a Safe Setting

While we believe strongly in the quality of care provided by the dentists in our network, please let us know if you experience anything in a dental office that causes you concern. This includes experiences with discrimination of any type – whether related to the Coronavirus outbreak or not – or other instances where you feel you may not have received the care you needed. In such a case, please let us know immediately at 888-282-9501.

Caring for the Broader Community

This outbreak is creating additional strain for organizations who help vulnerable populations at highest risk for infection. To help, the Delta Dental Community Care Foundation is [matching donations to the Red Cross](#) up to a total of \$100,000.

For more information and tips to help prevent the spread of Coronavirus, check out the Red Cross’ [Coronavirus: Safety and Readiness Tips for You](#).

We will continue to actively monitor information about Coronavirus from the CDC, ADA and other public health agencies and provide updates through [our website](#), [Twitter](#) and [Facebook](#) social media channels. Our top priority is to continue meeting the needs of our customers and enrollees and ensure your health and safety. We want to hear from you if there is more we can be doing to support your care during this time. If you have questions, please contact us as 888-282-9501.