



March 24, 2020

Dear Dental Health Services' Participating Dentists & Staff,

We want to keep you informed about our operational response to the Covid-19/Coronavirus pandemic. With Federal and State Government mandates, we have had to make some important adjustments to our daily operations, specifically to protect the wellbeing of our plan members, families and staff.

We remain open with essential number of staff to meet your customer service needs. While our plan members are still covered without interruption of their dental coverage, there are some operational processes that we wanted to highlight here including:

- Claims (including payments), and treatment and referral authorizations will be processed as close to the normal turn-around times as possible.
- Capitation payments will be ongoing without any interruptions,

The ADA, CDC and other Federal and State regulations require that dental practices limit their dental treatments to urgent or emergency needs. All non-essential or optional treatment plans will be scheduled at a later date.

We also know all of you are committed in delivering essential services to your patients. Please inform us if you or any designated participating dentist in your office can assist plan member patients with tele-dentistry, and how our plan members may be appraised of this service.

The current situation is fluid, so please, periodically check our website at www.dentalhealthservices.com or call your Professional Services Specialists at 800.223.4347 for future updates. We appreciate your understanding and patience as we process your requests.

We welcome all feedback or questions as we work through these unprecedented times.

We are here for you,

Your Dental Health Services' Partners