



Dental Health Services' Disaster Relief Plan is designed to help ensure members who have been displaced or delayed by a declared state of emergency - including such disasters as floods, storms, earthquakes, or fires - have flexibility and consistent access to medically necessary health care services.

#### Disaster Relief Plan

The plan includes the following operational contingencies for affected counties and members:

- Thirty (30) days additional timeframe for submission of prior authorization and referral for specialty services.
- Additional sixty (60) days for filing of claims over the 180-day standard.
- Member Services, Claims, and Professional Services Departments are trained to facilitate approval of out-of-network medically necessary services if in-network providers are unavailable due to the disaster, or if members are out of our service area due to displacement from such disasters as flood, storm, earthquake, or fire.
- Dental Health Services' Toll-Free phone number for all members, non-members and providers is: (800) 637-6453.
- Dental Health Services' website contains this Disaster Relief Plan information: [www.dentalhealthservices.com](http://www.dentalhealthservices.com).

#### Communication of Disaster Relief Plan

Dental Health Services continually communicates its Disaster Relief Plan to members and participating providers to ensure members have continued access to medically necessary care.

Communication will include the following:

- Placement of the Disaster Relief Plan for members, consumers, and participating providers on the Plan's website at [www.dentalhealthservices.com](http://www.dentalhealthservices.com).
- Annual notification to providers and members of the Disaster Relief Plan by U.S.P.S. mail.
- Doc Talk (quarterly provider newsletter) information annually to participating providers.
- Annual training on the Disaster Relief Plan for all Dental Health Services staff members.
- All denied claims and pre-authorizations for members in affected counties are reviewed by the Plan's Service Review Committee for compliance with the Disaster Relief Plan.

#### Business Continuity Plan

This Disaster Relief Plan works in tandem with Dental Health Services' Business Continuity Plan should Dental Health Services experience any disruptions to daily operations or members' access to care. Disruptions include declared states of emergency or disasters such as fire, flood, earthquake, or disruptions to the Plan's electrical and/or telephone systems or the Plans' website.