Delta Dental PPOsm Plus Premier Voluntary Enhanced Plan

The Delta Dental PPO *Plus Premier* Enhanced Plan is primarily an employee-paid dental plan that will enable you and your family to enjoy the benefits of quality, affordable dental care from dentists in Massachusetts and across the country.

The approximate level of coverage for services performed by dentists who participate in the Delta Dental PPO or Delta Dental Premier networks is shown below. Any limitations that may exist for each service are also indicated. The limitations reflect the availability of coverage only. It is up to you and your dentist to determine the need and frequency of dental procedures. Please see the backside of this document for information about how to use your plan.

 Deductible: \$50 per individual / \$150 per family. Deductible waived for Diagnostic and Preventive categories.
 Co-insurance

 Category / Procedure
 Qualifications
 Out-Of-Network

| Category / Procedure | Qualifications | In-Network | Network |
|---|--|---------------|---------|
| Diagnostic Comprehensive Evaluation Periodic Oral Exam Full Mouth X-rays | Once every 60 months per dentist. Twice every 12 months. Once every 60 months. | 100% | 100% |
| Bitewing X-rays Single Tooth X-rays | Twice every 12 months. As needed. | | |
| Preventive Teeth Cleaning Fluoride Treatments Space Maintainers Sealants | Twice every 12 months. Twice every 12 months for members under age 19. Required due to the premature loss of teeth. For members under age 14 and not for the replacement of primary or permanent anterior teeth. Unrestored permanent molars, every 4 years per tooth for members through age 15. | 100% | 100% |
| Chlorhexidine Mouthrinse | Sealants are also covered for members aged 16 up to age 19 for those who had a recent cavity and are at risk for decay. This is a covered benefit only when administered and dispensed in the dentist's office following scaling and root planing. | | |
| Fluoride Toothpaste | This is a covered benefit only when administered and dispensed in the dentist's office following periodontal surgery. | | |
| Periodontal Cleaning | Four times every 12 months following active periodontal treatment. Not to be combined with preventive cleanings. | | |
| Restorative Silver Fillings White Fillings (Front Teeth) White Fillings (Back Teeth) | Once every 24 months per surface per tooth. Once every 24 months per surface per tooth. Covered only for single surfaces. Once every 24 months per surface, per tooth, multi-surfaces will be processed as a silver filling and the patient is responsible for the difference between the silver filling and the Delta Dental negotiated fee for white fillings, where permitted by state law. In other states, the patient may be responsible for paying up to the provider's full submitted charge for white fillings. | 80% | 80% |
| Temporary Fillings Stainless Steel Crowns | Once per tooth. Once every 24 months per tooth. | | |
| Oral Surgery Simple Extractions Surgical Extractions | Once per tooth. Once per tooth. | 80% | 80% |
| Periodontics Periodontal Scaling and Root Planing | Once in 24 months, per quadrant. | 80% | 80% |
| Endodontics Root Canal Treatment Vital Pulpotomy | Once per tooth. Limited to baby teeth. | 80% | 80% |
| Prosthetic Maintenance Bridge or Denture Repair Rebase or Reline of Dentures Recement of Crowns & Onlays | Once within 12 months, same repair. Once within 36 months. Once per tooth. | 80% | 80% |
| Emergency Dental Care Minor treatment for Pain Relief General Anesthesia | Three occurrences in 12 months. Allowed with covered surgical services only. | 80% | 80% |
| Prosthodontics Dentures Fixed Bridges and Crowns Implants | Once within 60 months. When part of a bridge. Once within 60 months. An Endosteal Implant is covered to replace one missing tooth (in lieu of a three unit bridge, and when all adjacent teeth do not require crowns.) Once per 60 months per Implant. | 50% | 50% |
| Major Restorative Crowns | When teeth cannot be restored with regular fillings. Once within 60 months per tooth. | 50% | 50% |
| Dependent Eligibility: | Dependents are eligible to age 26. | | |
| Rollover Max: | This plan is eligible for <i>Rollover Max</i> . Visit www.deltadentalma.com/pdf/07/rollover and details. | max.pdf for r | ules |

Choosing a Dentist

As a **Delta Dental PPO** *Plus Premier* **Enhanced Voluntary Plan** member, you benefit from having access to two of Delta Dental's extensive national networks — **Delta Dental PPO**, with more than 274,000 participating dentist locations and **Delta Dental Premier**, the largest dental network in the country with more than 338,000 dentist locations. You will enjoy great benefits when you receive your dental care from a participating dentist in either of these networks.

- You will enjoy the greatest out-of-pocket savings when visiting Delta Dental PPO network dentists.
- You will receive good value from **Delta Dental Premier** network dentists who generally accept discounted fees.
- Both networks offer discounted fees and a no balance-billing policy

If you choose to receive services from a non-participating dentist, you will have higher out-of-pocket costs as the Delta Dental contract rates and no balance-billing policy **do not apply**.

Delta Dental members can also take advantage of expanded discounts on many covered services, even after they have used up their benefit dollars, visit limits and other situations. Get the details at http://deltadentalma.com/members/discounts-on-covered-services/. Visit www.deltadentalma.com to find a participating dentist in your area.

Identification Cards

Two identification cards from Delta Dental will be mailed to your home shortly after your enrollment. Both cards are issued in the subscriber's name, but can be used by everyone covered under the Delta Dental PPO *Plus Premier* Enhanced Plan. Simply provide your dentist with the information that is printed on your ID card at your next dental office visit.

The Claims Process for Delta Dental PPO or Delta Dental Premier Participating Dentists

- Simply provide your dentist with the information that is printed on your ID card.
- The dentist will submit your claim and be paid directly by Delta Dental.
- If you have a patient responsibility, Delta Dental will send you an Explanation of Benefits (EOB) detailing what Delta Dental paid the dentist under your plan's coverage and your remaining patient balance, which you pay directly to the dentist.
- You are responsible for any co-payments and deductibles.
- If you receive a treatment that is not covered under your plan, you may be billed at the dentist's normal rate rather than Delta Dental's contracted rate. To avoid any unexpected out-of-pocket expenses, we recommend that you visit Delta Dental's website at www.deltadentalma.com or call Customer Service at 1-800-872-0500 to determine your remaining benefits.

About Non-Participating Dentists and Out-of-Network Coverage

Your Delta Dental PPO *Plus Premier* Enhanced Plan provides coverage for services received from dentists who don't participate in the Delta Dental PPO or Delta Dental Premier networks. However, your out-of-pocket expenses may be more.

Delta Dental's payment for services received from non-participating dentists is based on either the dentist's fee or the maximum plan allowance for non-participating dentists, whichever is lower. If you utilize the services of a non-participating dentist whose fees are higher than the maximum plan allowance, you will be responsible for the difference between Delta Dental's payment and the dentist's total submitted charges.

The Claims Process for Non-Participating Dentists

- Simply provide your dentist with the information that is printed on your ID card. Your dentist will collect his/her fees directly from you.
- Delta Dental will reimburse you based on a claim form that you submit to: Delta Dental, P.O. Box 2907, Milwaukee, WI 53201-2907.
- You are responsible for paying any deductibles or co-payments as well as the difference between what Delta Dental pays and what the dentist charges.

Coordination of Benefits

If your family is covered by more than one dental plan (or a medical plan that offers dental coverage), Delta Dental will coordinate benefits with the other carrier. In determining coverage, total payments from both carriers cannot exceed the allowable charge for service. If you have a question about Coordination of Benefits (COB), please contact our Customer Service Department at 1-800-872-0500.

Other Claims Information

- All claims must be submitted within one year.
- Ask your dentist to submit a "pre-treatment estimate" to Delta Dental for any procedure that exceeds \$300. This will enable us to help you estimate any out-of-pocket expenses you may incur.
- If you receive a treatment that is not covered under your plan, you may be billed at the dentist's normal rate rather than Delta Dental's negotiated rate. To avoid any unexpected out-of-pocket expenses, we recommend that you visit Delta Dental's website at www.deltadentalma.com or call Customer Service at 1-800-872-0500 to determine your remaining benefits.
- If a claim is denied, you can request an appeal by writing to Delta Dental within 180 days of receiving notice on the claim. Appeals should be sent to: Delta Dental of Massachusetts, P.O. Box 2907, Milwaukee, WI 53201-2907.

Under your plan's subrogation clause, you may be required to reimburse Delta Dental for claim payments if you also receive payment from a third party who is held liable for an injury that required the dental care.

Where To Get More Information

If you have further questions, please contact Delta Dental's Customer Service department at **1-800-872-0500**.

At your request, Interpreter and translation services related to administrative procedures are available to you or a covered family member.

خدمات ترجمة فورية/ترجمة في حالة طلبكم نقوم بتوفير مترجمين وخدمات ترجمة تتعلق بالإجراءات الإدارية.

អ្នកបកប្រែ ឬកិច្ចការបកប្រែ

បើអ្នកស្នើឱ្យមានអ្នកបកប្រែ និងកិច្ចការបកប្រែ ដែលជាប់ទាក់ទងទៅនឹង វិធីចាត់ចែងការ យើងមានផ្តល់ជូន ។

翻譯服務

如果您提出要求,我們可以為您提供相關的行政禮節的翻譯服務。

Services de traduction et d'interprétariat.

Les services de traduction et d'interprétariat en connexion avec les procédures administratives sont disponibles sur demande.

Услуги устного/письменного перевода.

По Вашему требованию будут предоставлены услуги устного и письменного перевода, связанные с административными процедурами.

Sèvis Entèprèt ak TradiskyonSi w mande sèvis entèprèt ak tradiksyon pou prosede administratif, nap mete yo a dispozisyon ou.

Servizi di interpretariato e traduzioneA richiesta, sono disponibili servizi di interpretariato e traduzione relazionati con pratiche amministrative.

ບໍລິການແປພາສາ ແລະ ນາຍພາສາ

ຕາມທີ່ທ່ານຂໍມາ, ພວກເຮົາມີບໍລິການນາຍ ແປພາສາ ແລະ

ການແປພາສາທີ່ກ່ຽວກັບຂັ້ນຕອນການບໍລິຫານໃຫ້ທ່ານແລະ ສມາຊິກໃນຄອບຄົວຂອງທ່ານ Servicos de tradutor(a)/interprete Se assim o solicitar, estao

disponiveis servicos de traducao e interpretacao para os procedimentos administrativos.

Υπηρεσίες Διερμηνέα/Μεταφραστή

Μετά από αίτησή σας, υπηρεσίες διερμηνέα και μεταφραστή σχετικά με διοικητικές διαδικασίες είναι στη διάθεσή σας.

Servicios de interpretación/traducción Si usted lo solicita, se encuentran a su disposición servicios de interpretación y traducción para asistirle en procedimientos administrativos.

A DELTA DENTAL°

Your Plan is Administered by: Delta Dental of Massachusetts (800) 872-0500 www.deltadentalma.com

465 Medford Street Boston, MA 02129

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Delta Dental PPO Plus Premier

Nondiscrimination Notice

Delta Dental of Massachusetts complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation. Delta Dental of Massachusetts does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity or sexual orientation.

Delta Dental of Massachusetts:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
- o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, and accessible electronic formats)
- Provides free language services to people whose primary language is not English, such as:
 Qualified interpreters
 - o Information written in other languages

If you need these services, visit: http://www.deltadentalma.com or call the number on your member ID card.

If you believe that Delta Dental of Massachusetts has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Ugonna Onyekwu Civil Rights Coordinator Compliance Department 465 Medford Street Boston, MA 02129 Fax: 617-886-1390 Email: FairTreatment@greatdentalplans.com TTY: 711

View our Notice of Privacy Practices at http://bit.ly/ddmanpp

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Ugonna Onyekwu is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html. You can file a complaint electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD)

Delta Dental of Massachusetts PPO and Premier insurance products are offered by Dental Service of Massachusetts, Inc. Delta Dental of Massachusetts EPO and DeltaCare insurance products are offered DSM Massachusetts Insurance Company, Inc.

Rollover Maximum Benefit Summary

Town of Scituate

With Rollover Max from Delta Dental, you won't lose what you don't use.

Thanks to the *Rollover Max* benefit from Delta Dental, you can save some of your unused benefit dollars to be applied to future services that would otherwise exceed your plan maximum.

Rollover Max is easy and automatic.

- To qualify for *Rollover Max,* you must receive at least one cleaning or oral exam in the plan year. If you don't receive a cleaning or exam, you won't be eligible to rollover any of your benefit dollars to the following year.
- In addition, your paid claims must not exceed the Plan Year Maximum "threshold" amounts outlined in the chart below.
- Once you qualify, some of your unused annual Plan Year maximum benefit dollars will automatically rollover for use in your next plan year and beyond. The amounts are outlined in the chart below.
- Annual Plan Year Maximum dollars are used first. *Rollover Max* dollars are used after the annual maximum amount for your plan has been exhausted.
- *Rollover Max* dollars cannot be applied to orthodontic treatment or other lifetime benefits.
- You must be enrolled for dental coverage before the 4th quarter of the plan (10/1-12/31) to qualify for the rollover that year.

How Rollover Max works.

The chart below shows how Rollover Max is calculated based on your plan's annual Plan Year Maximum level.

Rollover Max increases your dental benefit value.

You get more flexibility in planning and paying for your dental care, as well as the peace of mind knowing you have more benefits—if you need them, when you need them. Best of all, *Rollover Max* comes as part of your Delta Dental coverage.

| | Your Plan | If your total | Then you can | Your |
|-------------|-----------|----------------|----------------|---------------------|
| | Year | yearly claims | roll over this | accumulated |
| | Maximum | don't exceed | amount to use | rollover total will |
| | benefit | this threshold | next year, and | not exceed this |
| | amount. | amount. | beyond. | amount. |
| Dental Plan | \$1,000 | \$500 | \$350 | \$1,000 |

How to check your Rollover Max balance online:

- Log on to your account at deltadentalma.com (You'll need to register if this will be your first visit.)
- Click on Benefit Maximums.
- The rollover amount for each member will be listed under Rollover Maximum.

A DELTA DENTAL°

A HEALTHY SMILE FOR LIFE!

Through Care and Prevention, You Can Prevent Oral Health Problems

WHAT CAUSES CAVITIES?

- Bacteria in your mouth.
- Frequent snacking and sipping sugary drinks.
- Not cleaning your teeth well.

REDUCE YOUR RISK FOR CAVITIES?

- Brush for two minutes, twice a day, with fluoride toothpaste.
- Brush your teeth after eating sugary or starchy foods.
- Floss daily to remove food trapped between teeth.
- Chew Xylitol gum.



PROTECT YOUR TEETH WITH SEALANTS

- A dental sealant is a thin, plastic coating painted on the chewing surfaces of teeth -- usually the back molars - to prevent tooth decay
- Takes only a few minutes to apply a sealant to a tooth.
- Last for 5 years or longer.



- Adults with a history of cavities or have molars with deep grooves.
- Children when their first molars (ages 6-7) and second molars (ages 12-13) emerge.

What is Gum Disease?

- Periodontal disease is an infection of your gums and jawbone.
- Gingivitis is an infection in your gums.

GUM DISEASE:

- Gets worse if not properly treated.
- Can be passed on to other family members.
- Can appear without symptoms so people may not know they have it.
- May affect the outcomes of other diseases, such as diabetes and heart disease.
- May lead to premature birth in pregnant women.

How Is Gum Disease Treated?

- A deep cleaning by your dentist to remove the bacteria that is damaging your gums.
- Prescription mouth rinse or fluoride toothpaste, or other medicine to use at home.
- Some people may need gum surgery.

STAY HEALTHY AFTER TREATMENT FOR GUM DISEASE

- Floss daily.
- Brush twice a day.
- Visit your dentist every six months for oral exams and cleanings.
- Use any athome products your dentist recommends.
- Do not chew or smoke tobacco.



Keeping your teeth clean is easier – and less expensive – than ever

As a member of Delta Dental, you can now take advantage of significant discounts on two kinds of Z Sonic toothbrushes, as well as replacement heads.

With your member discount, you can get the premier Z Sonic toothbrush for \$59.95, \$140 off the Manufacturer's Suggested Retail Price (MSRP). The offer also includes 2 brush heads & 1 charging base. And as a member you also get discounts on replacement heads.

The Z Sonic pulses 31,000 - 48,000 times a minute and features 5 brushing modes (Clean, Whiten, Polish, Massage, and Sensitive) to customize your tooth cleaning experience.

Take Your Sonic Cleaning on the Road

If you travel and want to keep your mouth healthy on the road, you can also pick up a Z Sonic travel toothbrush for \$14.50. This portable, battery powered, toothbrush gives you the benefits of sonic brushing in a size that can fit in your carry on, in the glove compartment or in your desk drawer.

Save On Replacement Heads Too

You can also get replacement heads for both the Z Sonic or Z Sonic Mini at 50% off retail costs.

And if you buy replacement heads and the toothbrush together, you can get FREE shipping.

Here's How to Order:

Online

- Go to: myzsonic.com/DDMA
- Add products to your cart
- Enter payment information

By Phone

ns

- Call **1-888-228-7706**
- Be sure to mention that you are a Delta Dental of Massachusetts member

Discount Codes:

- Z Sonic \$59.95 (MSRP: \$199.95)
- 4 Regular Brush Heads \$21.88 (*MSRP: \$43.76*)
- 4 Premium Brush Heads \$25.88 (*MSRP: \$51.76*)
- Z Sonic Mini Travel Toothbrush \$14.50 Promo Code: DDMA4 (MSRP: \$19.95)
- 4 Z Sonic Mini Brush Heads \$14.00 (*MSRP: \$28.00*)

Delta Dental of Massachusetts is an Independent Licensee of the Delta Dental Plans Association. *Registered Marks of the Delta Dental Plans Association. Delta Dental of Massachusetts and Z Sonic are independent, unaffiliated companies.

The plan is not insurance coverage and does not meet the minimum creditable coverage requirements under the Affordable Care Act or Massachusetts M.G.L. c. 111M and 956 CMR 5.00.

amplifon

Hearing - Health Care

A DELTA DENTAL

YOUR HEARING HEALTH CARE PROGRAM FOR LIFE Delta Dental of Massachusetts



*Savings on top of our already discounted pricing. Please bring this offer with you to your appointment.

*Some exclusions apply. Limited to one-time claim for loss and damage. Deductibles may apply.

Hearing services are administered by Amplifon Hearing Health Care, Corp. Amplifon Hearing Health Care is solely responsible for the administration of hearing health care services, and its own financial and contractual obligations. Delta Dental of Massachusetts and Amplifon are independent, unaffiliated companies.

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The plan is not insurance coverage and does not meet the minimum creditable coverage requirements under the Affordable Care Act or Massachusetts M.G.L. c. 111M and 956 CMR 5.00.

hearing aid

hearing aids

Make your benefits go further by **Delta Dental** choosing the *right* dentist

Just choose a dentist from our Delta Dental PPO network.

| | | BIGGEST SAVINGS | | |
|---|-------------------------------------|-----------------------------|---------------------------------|------------------------------|
| Here is an example of what you can save on a porcelain crown: | When you visit a: | Delta Dental PPO Dentist | Delta Dental Premier Dentist | Non-Participating Dentist |
| | "Retail" fee charged by dentist: | \$1,288 | \$1,288 | \$1,288 |
| | Our lower, negotiated fee: | \$907.30 | \$1,209.74 | No Lower Fee |
| | Benefit Level | 50% | 50% | 50% |
| | What you pay: | \$453.65 | \$604.87 | \$644.00 |

SAVE ALL YEAR LONG.

Over the year, dental costs can add up. You can lower your out of pocket expense and make your annual maximum go further by utilizing providers in the Delta Dental PPO network.

When you choose a Delta Dental PPO dentist, your coinsurance is calculated off of a lower provider fee, using less of your annual maximum and lowering your out of pocket expense.

And because you are a Delta Dental of Massachusetts member, the Delta Dental PPO providers will not ask you for additional money beyond our discounted rate. In short, with participating providers you'll receive more services for less money.

HOW CAN I FIND A DELTA DENTAL PPO DENTIST?

By choosing a PPO dentist you will receive services for the lowest costs; and there are more than 228,000

Please note: The Delta Dental PPO Network, is not the same as the Delta Dental Premier Network. Even though you have access to both networks, the discounts are not the same between the two networks.

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You can find a Delta Dental PPO dentist near you by visiting **www.deltadentalma.com** or calling us at the number on your member ID card.

You can also obtain an estimate of what your services will cost by utilizing the cost estimator tool found on the Delta Dental mobile App. To download our app on your device visit the App Store (Apple) or Google Play (Android) and search Delta Dental. Or, scan the QR code at right.



SCAN TO DOWNLOAD DELTA DENTAL MOBILE

Delta Dental of Massachusetts

465 Medford Street Boston, MA 02129 www.deltadentalma.com

Delta Dental mobile app

Manage your benefits anytime, anywhere

Your oral health is important to Delta Dental — and to your overall health! We've designed our mobile app to make it easy for you to make the most of your dental benefits. Maximize your health, wherever you are! Search for a dentist near you, check claims and coverage, estimate costs for care, view ID cards and more, right on your mobile device.



Getting started

Delta Dental's mobile app is optimized for iOS (Apple) and Android devices. To download our app on your device, visit the App Store (Apple) or Google Play (Android) and search for Delta



SCAN TO DOWNLOAD DELTA DENTAL MOBILE

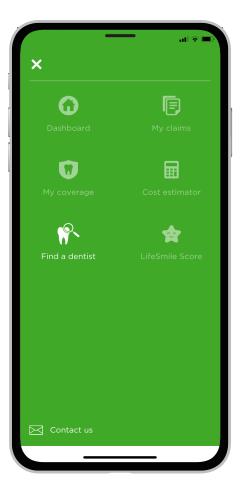
Dental. Or, scan the QR code at right. You will need an internet connection in order to download and use most features of our free app.

Logging in to view benefits

Delta Dental subscribers can log in using the username and password they use to log in to our website. If you haven't registered for an account yet, you can do that within the app. If you've forgotten your username or password, you can also retrieve these via the Delta Dental mobile app.

Delta Dental mobile app features

Log in to access the full range of tools and resources



Mobile ID card

No need for a paper card. View and share your ID card from your phone, and easily save it to your device for quick access, including Apple Passbook and Google Wallet.

My coverage and my claims

View information on your plan and coverage details, and check the status of claims for you and your family. Easily add your dependents to your account so you can access the whole family's coverage in one spot.

Find a dentist

It's easy to find a dentist near you. Search and compare dental offices to find one that suits your needs. Save your family's preferred dentists to your account for easy access.

ENHANCED Dental Care Cost Estimator*

You can easily estimate your costs and coverage before you to to the dentist with our Dental Care Cost Estimator. Our easy to use tool combines your benefits with your deductible and information from your dentist to give you the best estimate possible.

LifeSmile[™] Score

Do you know how your smile scores? Learn more about your personal oral health risk profile by taking our simple risk assessment survey.

*The cost estimator tool only generates estimated costs and cannot be relied upon for the actual costs. The members should carefully review their benefit terms and speak with their dentists before the dental procedures are undertaken.

Secure access to your benefits

You must log in each time you access the secure portion of the mobile app. No personal health information is ever stored on your device. For more details on security, our Privacy Policy can be viewed by clicking the lock icon on the main menu.

What to Expect at the Dentist



Your dentist offices will be taking extra measures to keep you and your family safe. This may include pre-appointment questions to gauge potential exposure to COVID-19, temperature checks, changes to check-in and waiting room procedures, extra cleaning and sanitation throughout the office and additional personal protective equipment for patients and staff, including face shields, face masks and gowns.

Your dentist can explain when they will be reopening and the specific steps they are taking to keep you safe. This can also help you decide whether now is the right time for care.

What to expect at dentist appointments?

The next time you go to the dentist, things may be a bit different because of COVID-19. Here are some of the changes you might see.

Prior to your appointment:

- To allow social distancing between patients, you may have fewer appointment time options or need to wait longer to get an appointment.
- You may be asked screening questions to make sure you do not have COVID-19 symptoms or have not been in contact with anyone with COVID-19.

Day of appointment:

- You may be asked similar screening questions about having COVID-19 symptoms.
- You may be asked to take your temperature when you come into the building.
- You may be asked to wait in your car until you get a call or text to come in.
- Waiting rooms may have fewer chairs and there won't be magazines or toys.
- Many offices will ask you to wear a mask. If you have one, you may want to bring it with you.
- You may be asked to wash your hands or use sanitizer before going to the treatment room.

During your appointment:

- Staff may be wearing face shields and head coverings.
- Treatment may be modified to reduce the amount of aerosols created.
- You may see additional dividers, such as Plexiglas, at the front desk and throughout the office.

This content is provided for general information, is not intended to provide medical or dental advice, and should not be relied upon as a substitute for professional medical or dental advice, diagnosis or treatment. No dentist/patient relationship is established by this content. No diagnosis or treatment is being provided.

Things You Can Do

Keep up your oral hygiene at home

Keeping up with your home oral health care is more important than ever! With proper care, you can decrease your risk for tooth decay and gum disease, which can weaken your immune system.

Take care of your teeth and gums with a thorough, at-home oral care routine that includes regular brushing, flossing and healthy eating.

For tips on keeping your oral health in check, visit the Delta Dental of Massachusetts web site at: www.deltadentalma.com/Your-Oral-Health. You'll get age-based tips so you and your family get the right preventive care at the right time, and an oral heath library with articles on an extensive list of mouth health topics. Take a few minutes to read our quarterly = Grin! magazine. You can even take a quiz to assess your oral health.

We're still here for you

And no matter what is happening, Delta Dental of Massachusetts is here for you. You can give us a call at 800.872.0500 with your questions and our Customer Service team will be there to help. Our hours are:

Monday-Thursday, 8:30 a.m.-8 p.m. and Friday, 8:30 a.m.-4:30 p.m.

If your questions are about your plan, an ID card (or replacement card) or finding a dentist, log into our secure member portal or download and use the Delta Dental mobile app. Just visit deltadentalma.com to get connected. These resources are available 24/7. And if you haven't yet registered for the member portal or downloaded the app, now is a great time to do so.

During this critical time, our customer service team is focusing their efforts on answering questions that cannot be answered via our automated technology tools.

Tips to Prevent the Spread of COVID-19



Wash your hands with soap and water for at least 20 seconds.



Cover coughs and sneezes with a tissue or the inside of your elbow.



Avoid close contact with people and shaking hands. Use other noncontact methods of greeting.



Clean and disinfect frequently touched surfaces daily.



Stay home if you are sick except to get medical care.



Don't share a toothbrush or mouthwash and replace your toothbrush after you are sick.

A DELTA DENTAL[®]

Talk to a Dentist

Delivered by TeleDentistry.com

Delta Dental of Massachusetts members can now schedule a virtual visit with a dentist 24/7 using their smartphone, tablet or computer

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Virtual visits are available to Delta Dental of Massachusetts members for urgent dental problems through their existing Delta Dental coverage. A virtual visit is an effective way to receive care and avoid the emergency room.

You can schedule a virtual visit when you:

- Are having a dental emergency or an urgent dental concern.
- Need access to a dentist after hours and your dentist isn't available.
- Need to consult with a dentist while traveling.

TeleDentistry.com dentists diagnose the problem and provide treatment options. You will be referred to a Delta Dental dentist for follow-up care. The TeleDentistry.com dentist will email you consultation notes and direct you to follow up with your provider. If you have not established care with a Delta Dental network dentist, TeleDentistry.com will provide you with a list of local Delta Dental network dentists for follow-up care.

This service supplements Delta Dental's current plan coverage and should be used after business hours, holidays and weekends, or when your regular dentist is unavailable.

TeleDentistry.com services are only available to current Delta Dental of Massachusetts members. A TeleDentistry.com consultation counts as a problemfocused exam under your dental plan.

IT'S EASY TO SCHEDULE A VIRTUAL VISIT

Delta Dental has partnered with TeleDentistry.com to provide virtual visits.

Here's how it works:

- Step 1 Go online to teledentistry.com/ddma.
- **Step 2 –** Complete a brief registration and health questionnaire.
- Step 3 You'll be connected with a TeleDentistry.com dentist to begin your visit.

TeleDentistry.com is backed by the power of Preventistry[™], Delta Dental of Massachusetts' groundbreaking and unique approach to transforming the oral health care system. Preventistry combines clinical innovation, actionable data and digital engagement to provide a higher level of care and improve the health of our members.

