



# Schedule of Covered Services and Copayments

## Children's Dental HMO Group Plan

Code	Description	Copayment
	Annual Benefit Limit	None
	Actuarial Value	0.851
D9543	Office Visit	0
	Deductible	None
	Out of Pocket Maximum - Family	700
	Out of Pocket Maximum - Individual	350
	Waiting Period	None

*All procedures listed other than those indicated as "Not Covered" are pediatric essential health benefit services and apply to the out of pocket maximum. The family out of pocket maximum applies to two or more pediatric children per plan.*

*Pediatric coverage is through the end of the 18th year, (up to age 19).*

*Services must be performed by your selected Dental Health Services participating dentist. Please contact your Member Services Specialist at 855-495-0905 if you need assistance in choosing a dentist.*

*All referrals for specialist services must be requested by your participating dentist and pre-authorized by Dental Health Services.*

### Diagnostic Procedures

*Please see the attached Exclusions and Limitations for more information.*

D0120	periodic oral evaluation - established patient	No Charge
D0140	limited oral evaluation - problem focused	No Charge
D0145	oral evaluation for a patient under three years of age and counseling with primary caregiver	No Charge
D0150	comprehensive oral evaluation - new or established patient	No Charge
D0160	detailed and extensive oral evaluation - problem focused, by report	No Charge
D0170	re-evaluation - limited, problem focused (established patient; not post-operative visit)	No Charge
D0171	re-evaluation – post-operative office visit	No Charge
D0180	comprehensive periodontal evaluation - new or established patient	No Charge
D0190	screening of a patient	Not Covered
D0191	assessment of a patient	Not Covered
D0210	intraoral - complete series of radiographic images	No Charge
D0220	intraoral - periapical first radiographic image	No Charge
D0230	intraoral - periapical each additional radiographic image	No Charge
D0240	intraoral - occlusal radiographic image	No Charge
D0250	extra-oral – 2D projection radiographic image created using a stationary radiation source, and detector	No Charge
D0251	extra-oral posterior dental radiographic image	No Charge
D0270	bitewing - single radiographic image	No Charge
D0272	bitewings - two radiographic images	No Charge
D0273	bitewings - three radiographic images	No Charge
D0274	bitewings - four radiographic images	No Charge
D0277	vertical bitewings - 7 to 8 radiographic images	No Charge
D0310	sialography	No Charge

Code	Description	Copayment
D0320	temporomandibular joint arthrogram, including injection	No Charge
D0322	tomographic survey	No Charge
D0330	panoramic radiographic image	No Charge
D0340	2D cephalometric radiographic image – acquisition, measurement and analysis	No Charge
D0350	2D oral/facial photographic image obtained intra-orally or extra-orally	No Charge
D0351	3D photographic image	No Charge
D0431	adjunctive pre-diagnostic test that aids in detection of mucosal abnormalities including premalignant and malignant lesions, not to include cytology or biopsy procedures	Not Covered
D0460	pulp vitality tests	No Charge
D0470	diagnostic casts	No Charge
D0502	other oral pathology procedures, by report	No Charge
D0601	caries risk assessment and documentation, with a finding of low risk	No Charge
D0602	caries risk assessment and documentation, with a finding of moderate risk	No Charge
D0603	caries risk assessment and documentation, with a finding of high risk	No Charge
D0999	unspecified diagnostic procedure, by report	No Charge

### Preventive Procedures

*Prophylaxis cleanings and fluoride for pediatric children are covered one (1) in a six (6) month period. Prophylaxis cleanings for adults are covered two (2) in a twelve (12) month period and fluoride is covered one (1) in a twelve (12) month period.*

D1110	prophylaxis - adult	No Charge
D1120	prophylaxis - child	No Charge
D1206	topical application of fluoride varnish	No Charge
D1208	topical application of fluoride – excluding varnish	No Charge
D1310	nutritional counseling for control of dental disease	No Charge
D1320	tobacco counseling for the control and prevention of oral disease	No Charge
D1330	oral hygiene instructions	No Charge
D1351	sealant - per tooth	No Charge
D1352	preventive resin restoration in a moderate to high caries risk patient – permanent tooth	No Charge
D1353	sealant repair – per tooth	No Charge
D1510	space maintainer - fixed - unilateral	No Charge
D1515	space maintainer - fixed - bilateral	No Charge
D1520	space maintainer - removable - unilateral	No Charge
D1525	space maintainer - removable - bilateral	No Charge
D1550	re-cement or re-bond space maintainer	No Charge
D1555	removal of fixed space maintainer	No Charge
D1575	distal shoe space maintainer – fixed – unilateral	No Charge

Code	Description	Copayment
<b>Restorative Procedures</b>		
<i>Amalgam and resin composite restorations are limited to one (1) in a twelve (12) month period for primary teeth and one (1) in a thirty-six (36) month period for permanent teeth. Please see the attached Exclusions and Limitations for more information about crowns.</i>		
D2140	amalgam - one surface, primary or permanent	25
D2150	amalgam - two surfaces, primary or permanent	30
D2160	amalgam - three surfaces, primary or permanent	40
D2161	amalgam - four or more surfaces, primary or permanent	45
D2330	resin-based composite - one surface, anterior	30
D2331	resin-based composite - two surfaces, anterior	45
D2332	resin-based composite - three surfaces, anterior	55
D2335	resin-based composite - four or more surfaces or involving incisal angle (anterior)	60
D2390	resin-based composite crown, anterior	50
D2391	resin-based composite - one surface, posterior	30
D2392	resin-based composite - two surfaces, posterior	40
D2393	resin-based composite - three surfaces, posterior	50
D2394	resin-based composite - four or more surfaces, posterior	70
D2542	onlay - metallic - two surfaces	Not Covered
D2543	onlay - metallic - three surfaces	Not Covered
D2544	onlay - metallic - four or more surfaces	Not Covered
D2642	onlay - porcelain/ceramic - two surfaces	Not Covered
D2643	onlay - porcelain/ceramic - three surfaces	Not Covered
D2644	onlay - porcelain/ceramic - four or more surfaces	Not Covered
D2662	onlay - resin-based composite - two surfaces	Not Covered
D2663	onlay - resin-based composite - three surfaces	Not Covered
D2664	onlay - resin-based composite - four or more surfaces	Not Covered
D2710	crown - resin-based composite (indirect)	140
D2712	crown - 3/4 resin-based composite (indirect)	190
D2720	crown - resin with high noble metal	Not Covered
D2721	crown - resin with predominantly base metal	300
D2722	crown - resin with noble metal	Not Covered
D2740	crown - porcelain/ceramic	300
D2750	crown - porcelain fused to high noble metal	Not Covered
D2751	crown - porcelain fused to predominantly base metal	300
D2752	crown - porcelain fused to noble metal	Not Covered
D2780	crown - 3/4 cast high noble metal	Not Covered
D2781	crown - 3/4 cast predominantly base metal	300
D2782	crown - 3/4 cast noble metal	Not Covered
D2783	crown - 3/4 porcelain/ceramic	310
D2790	crown - full cast high noble metal	Not Covered
D2791	crown - full cast predominantly base metal	300
D2792	crown - full cast noble metal	Not Covered
D2910	re-cement or re-bond inlay, onlay, veneer or partial coverage restoration	25
D2915	re-cement or re-bond indirectly fabricated or prefabricated post and core	25
D2920	re-cement or re-bond crown	25

Code	Description	Copayment
D2921	reattachment of tooth fragment, incisal edge or cusp	45
D2929	prefabricated porcelain/ceramic crown – primary tooth	95
D2930	prefabricated stainless steel crown - primary tooth	65
D2931	prefabricated stainless steel crown - permanent tooth	75
D2932	prefabricated resin crown	75
D2933	prefabricated stainless steel crown with resin window	80
D2940	protective restoration	25
D2941	interim therapeutic restoration – primary dentition	30
D2949	restorative foundation for an indirect restoration	45
D2950	core buildup, including any pins when required	20
D2951	pin retention - per tooth, in addition to restoration	25
D2952	post and core in addition to crown, indirectly fabricated	100
D2953	each additional indirectly fabricated post - same tooth	30
D2954	prefabricated post and core in addition to crown	90
D2955	post removal	60
D2957	each additional prefabricated post - same tooth	35
D2971	additional procedures to construct new crown under existing partial denture framework	35
D2980	crown repair necessitated by restorative material failure	50
D2999	unspecified restorative procedure, by report	40
<b>Endodontic Procedures</b>		
D3110	pulp cap - direct (excluding final restoration)	20
D3120	pulp cap - indirect (excluding final restoration)	25
D3220	therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	40
D3221	pulpal debridement, primary and permanent teeth	40
D3222	partial pulpotomy for apexogenesis - permanent tooth with incomplete root development	60
D3230	pulpal therapy (resorbable filling) - anterior, primary tooth (excluding final restoration)	55
D3240	pulpal therapy (resorbable filling) - posterior, primary tooth (excluding final restoration)	55
D3310	endodontic therapy, anterior tooth (excluding final restoration)	195
D3320	endodontic therapy, premolar tooth (excluding final restoration)	235
D3330	endodontic therapy, molar tooth (excluding final restoration)	300
D3331	treatment of root canal obstruction; non-surgical access	50
D3332	incomplete endodontic therapy; inoperable, unrestorable or fractured tooth	Not Covered
D3333	internal root repair of perforation defects	80

Code	Description	Copayment
D3346	retreatment of previous root canal therapy - anterior	240
D3347	retreatment of previous root canal therapy - premolar	295
D3348	retreatment of previous root canal therapy - molar	365
D3351	apexification/recalcification – initial visit (apical closure / calcific repair of perforations, root resorption, etc.)	85
D3352	apexification/recalcification – interim medication replacement	45
D3353	apexification/recalcification - final visit (includes completed root canal therapy - apical closure/calcific repair of perforations, root resorption, etc.)	Not Covered
D3410	apicoectomy - anterior	240
D3421	apicoectomy - premolar (first root)	250
D3425	apicoectomy - molar (first root)	275
D3426	apicoectomy (each additional root)	110
D3427	periradicular surgery without apicoectomy	160
D3430	retrograde filling - per root	90
D3450	root amputation - per root	Not Covered
D3910	surgical procedure for isolation of tooth with rubber dam	30
D3920	hemisection (including any root removal), not including root canal therapy	Not Covered
D3950	canal preparation and fitting of preformed dowel or post	Not Covered
D3999	unspecified endodontic procedure, by report	100

### Periodontal Procedures

D4210	gingivectomy or gingivoplasty - four or more contiguous teeth or tooth bounded spaces per quadrant	150
D4211	gingivectomy or gingivoplasty - one to three contiguous teeth or tooth bounded spaces per quadrant	50
D4240	gingival flap procedure, including root planing - four or more contiguous teeth or tooth bounded spaces per quadrant	Not Covered
D4241	gingival flap procedure, including root planing - one to three contiguous teeth or tooth bounded spaces per quadrant	Not Covered
D4249	clinical crown lengthening – hard tissue	165
D4260	osseous surgery (including elevation of a full thickness flap and closure) – four or more contiguous teeth or tooth bounded spaces per quadrant	265
D4261	osseous surgery (including elevation of a full thickness flap and closure) – one to three contiguous teeth or tooth bounded spaces per quadrant	140
D4263	bone replacement graft – retained natural tooth – first site in quadrant	Not Covered
D4264	bone replacement graft – retained natural tooth – each additional site in quadrant	Not Covered
D4265	biologic materials to aid in soft and osseous tissue regeneration	80
D4266	guided tissue regeneration - resorbable barrier, per site	Not Covered
D4267	guided tissue regeneration - nonresorbable barrier, per site (includes membrane removal)	Not Covered

Code	Description	Copayment
D4270	pedicle soft tissue graft procedure	Not Covered
D4273	autogenous connective tissue graft procedure (including donor and recipient surgical sites) first tooth, implant, or edentulous tooth position in graft	Not Covered
D4283	autogenous connective tissue graft procedure (including donor and recipient surgical sites) – each additional contiguous tooth, implant or edentulous tooth position in same graft site	Not Covered
D4285	non-autogenous connective tissue graft procedure (including recipient surgical site and donor material) – each additional contiguous tooth, implant or edentulous tooth position in same graft site	Not Covered
D4341	periodontal scaling and root planing - four or more teeth per quadrant	55
D4342	periodontal scaling and root planing - one to three teeth per quadrant	30
D4346	scaling in presence of generalized moderate or severe gingival inflammation – full mouth, after oral evaluation	220
D4355	full mouth debridement to enable a comprehensive oral evaluation and diagnosis on a subsequent visit	40
D4381	localized delivery of antimicrobial agents via a controlled release vehicle into diseased crevicular tissue, per tooth	10
D4910	Periodontal maintenance (limited to 1 every 3 months)	30
D4920	unscheduled dressing change (by someone other than treating dentist or their staff)	15
D4999	unspecified periodontal procedure, by report	350

### Prosthetic (Removal) Procedures

*Adjustments and repairs for complete and partial dentures are covered two(2) in a twelve (12) month period. Please see attached Exclusions and Limitation for more information.*

D5110	complete denture - maxillary	300
D5120	complete denture - mandibular	300
D5130	immediate denture - maxillary	300
D5140	immediate denture - mandibular	300
D5211	maxillary partial denture - resin base (including any conventional clasps, rests and teeth)	300
D5212	mandibular partial denture - resin base (including any conventional clasps, rests and teeth)	300
D5213	maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	335
D5214	mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	335
D5221	immediate maxillary partial denture – resin base (including any conventional clasps, rests and teeth)	275
D5222	immediate mandibular partial denture – resin base (including any conventional clasps, rests and teeth)	275
D5223	immediate maxillary partial denture – cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	330

Code	Description	Copayment
D5224	immediate mandibular partial denture – cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)	330
D5225	maxillary partial denture - flexible base (including any clasps, rests and teeth)	Not Covered
D5226	mandibular partial denture - flexible base (including any clasps, rests and teeth)	Not Covered
D5281	removable unilateral partial denture - one piece cast metal (including clasps and teeth)	Not Covered
D5410	adjust complete denture - maxillary	20
D5411	adjust complete denture - mandibular	20
D5421	adjust partial denture - maxillary	20
D5422	adjust partial denture - mandibular	20
D5511	repair broken complete denture base, mandibular	40
D5512	repair broken complete denture base, maxillary	40
D5520	replace missing or broken teeth - complete denture (each tooth)	40
D5611	repair resin partial denture base, mandibular	40
D5612	repair resin partial denture base, maxillary	40
D5621	repair cast partial framework, mandibular	40
D5622	repair cast partial framework, maxillary	40
D5630	repair or replace broken clasp - per tooth	50
D5640	replace broken teeth - per tooth	35
D5650	add tooth to existing partial denture	35
D5660	add clasp to existing partial denture - per tooth	60
D5670	replace all teeth and acrylic on cast metal framework (maxillary)	Not Covered
D5671	replace all teeth and acrylic on cast metal framework (mandibular)	Not Covered
D5710	rebase complete maxillary denture	Not Covered
D5711	rebase complete mandibular denture	Not Covered
D5720	rebase maxillary partial denture	Not Covered
D5721	rebase mandibular partial denture	Not Covered
D5730	reline complete maxillary denture (chairside)	60
D5731	reline complete mandibular denture (chairside)	60
D5740	reline maxillary partial denture (chairside)	60
D5741	reline mandibular partial denture (chairside)	60
D5750	reline complete maxillary denture (laboratory)	90
D5751	reline complete mandibular denture (laboratory)	90
D5760	reline maxillary partial denture (laboratory)	80
D5761	reline mandibular partial denture (laboratory)	80
D5850	tissue conditioning, maxillary	30
D5851	tissue conditioning, mandibular	30
D5862	precision attachment, by report	90
D5863	overdenture – complete maxillary	300
D5864	overdenture – partial maxillary	300
D5865	overdenture – complete mandibular	300
D5866	overdenture – partial mandibular	300
D5899	unspecified removable prosthodontic procedure, by report	350

Code	Description	Copayment
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### Maxillofacial Prosthetic Procedures

Please see the attached Exclusions and Limitations for more information.

D5911	facial moulage (sectional)	285
D5912	facial moulage (complete)	350
D5913	nasal prosthesis	350
D5914	auricular prosthesis	350
D5915	orbital prosthesis	350
D5916	ocular prosthesis	350
D5919	facial prosthesis	350
D5922	nasal septal prosthesis	350
D5923	ocular prosthesis, interim	350
D5924	cranial prosthesis	350
D5925	facial augmentation implant prosthesis	200
D5926	nasal prosthesis, replacement	200
D5927	auricular prosthesis, replacement	200
D5928	orbital prosthesis, replacement	200
D5929	facial prosthesis, replacement	200
D5931	obturator prosthesis, surgical	350
D5932	obturator prosthesis, definitive	350
D5933	obturator prosthesis, modification	150
D5934	mandibular resection prosthesis with guide flange	350
D5935	mandibular resection prosthesis without guide flange	350
D5936	obturator prosthesis, interim	350
D5937	trismus appliance (not for TMD treatment)	85
D5951	feeding aid	135
D5952	speech aid prosthesis, pediatric	350
D5953	speech aid prosthesis, adult	350
D5954	palatal augmentation prosthesis	135
D5955	palatal lift prosthesis, definitive	350
D5958	palatal lift prosthesis, interim	350
D5959	palatal lift prosthesis, modification	145
D5960	speech aid prosthesis, modification	145
D5982	surgical stent	70
D5983	radiation carrier	55
D5984	radiation shield	85
D5985	radiation cone locator	135
D5986	fluoride gel carrier	35
D5987	commisure splint	85
D5988	surgical splint	95
D5991	vesicobullous disease medicament carrier	70
D5999	unspecified maxillofacial prosthesis, by report	350

### Implant Service Procedures

Please see the attached Exclusions and Limitations for more information.

D6010	surgical placement of implant body: endosteal implant	350
D6011	second stage implant surgery	350
D6013	surgical placement of mini implant	350
D6040	surgical placement: eposteal implant	350



Code	Description	Copayment
D6050	surgical placement: transosteal implant	350
D6052	semi-precision attachment abutment	350
D6055	connecting bar – implant supported or abutment supported	350
D6056	prefabricated abutment – includes modification and placement	135
D6057	custom fabricated abutment – includes placement abutment supported porcelain/ceramic crown	180
D6058	abutment supported porcelain fused to metal	320
D6059	crown (high noble metal) abutment supported porcelain fused to metal	315
D6060	crown (predominantly base metal)	295
D6061	abutment supported porcelain fused to metal crown (noble metal)	300
D6062	abutment supported cast metal crown (high noble metal)	315
D6063	abutment supported cast metal crown (predominantly base metal)	300
D6064	abutment supported cast metal crown (noble metal)	315
D6065	implant supported porcelain/ceramic crown	340
D6066	implant supported porcelain fused to metal crown (titanium, titanium alloy, high noble metal)	335
D6067	implant supported metal crown (titanium, titanium alloy, high noble metal)	340
D6068	abutment supported retainer for porcelain/ceramic FPD	320
D6069	abutment supported retainer for porcelain fused to metal FPD (high noble metal)	315
D6070	abutment supported retainer for porcelain fused to metal FPD (predominantly base metal)	290
D6071	abutment supported retainer for porcelain fused to metal FPD (noble metal)	300
D6072	abutment supported retainer for cast metal FPD (high noble metal)	315
D6073	abutment supported retainer for cast metal FPD (predominantly base metal)	290
D6074	abutment supported retainer for cast metal FPD (noble metal)	320
D6075	implant supported retainer for ceramic FPD	335
D6076	implant supported retainer for porcelain fused to metal FPD (titanium, titanium alloy, or high noble metal)	330
D6077	implant supported retainer for cast metal FPD (titanium, titanium alloy, or high noble metal)	350
D6080	implant maintenance procedures when prostheses are removed and reinserted, including cleansing of prostheses and abutments	30
D6081	scaling and debridement in the presence of inflammation or mucositis of a single implant, including cleaning of the implant surfaces, without flap entry and closure	30
D6085	provisional implant crown	300
D6090	repair implant supported prosthesis, by report	65
D6091	replacement of semi-precision or precision attachment (male or female component) of implant/abutment supported prosthesis, per attachment	40

Code	Description	Copayment
D6092	re-cement or re-bond implant/abutment supported crown	25
D6093	re-cement or re-bond implant/abutment supported fixed partial denture	35
D6094	abutment supported crown - (titanium)	295
D6095	repair implant abutment, by report	65
D6100	implant removal, by report	110
D6110	implant / abutment supported removable denture for edentulous arch – maxillary	350
D6111	implant / abutment supported removable denture for edentulous arch – mandibular	350
D6112	implant / abutment supported removable denture for partially edentulous arch – maxillary	350
D6113	implant / abutment supported removable denture for partially edentulous arch – mandibular	350
D6114	implant / abutment supported fixed denture for edentulous arch – maxillary	350
D6115	implant / abutment supported fixed denture for edentulous arch – mandibular	350
D6116	implant / abutment supported fixed denture for partially edentulous arch – maxillary	350
D6117	implant / abutment supported fixed denture for partially edentulous arch – mandibular	350
D6190	radiographic/surgical implant index, by report	75
D6194	abutment supported retainer crown for FPD (titanium)	265
D6199	unspecified implant procedure, by report	350

### Fixed Prosthodontic Procedures

*Please see the attached Exclusions and Limitations for more information.*

D6205	pontic - indirect resin based composite	Not Covered
D6210	pontic - cast high noble metal	Not Covered
D6211	pontic - cast predominantly base metal	300
D6212	pontic - cast noble metal	Not Covered
D6214	pontic - titanium	Not Covered
D6240	pontic - porcelain fused to high noble metal	Not Covered
D6241	pontic - porcelain fused to predominantly base metal	300
D6242	pontic - porcelain fused to noble metal	Not Covered
D6245	pontic - porcelain/ceramic	300
D6250	pontic - resin with high noble metal	Not Covered
D6251	pontic - resin with predominantly base metal	300
D6252	pontic - resin with noble metal	Not Covered
D6545	retainer - cast metal for resin bonded fixed prosthesis	Not Covered
D6548	retainer - porcelain/ceramic for resin bonded fixed prosthesis	Not Covered
D6549	resin retainer – for resin bonded fixed prosthesis	Not Covered
D6608	retainer onlay - porcelain/ceramic, two surfaces	Not Covered
D6609	retainer onlay - porcelain/ceramic, three or more surfaces	Not Covered
D6610	retainer onlay - cast high noble metal, two surfaces	Not Covered
D6611	retainer onlay - cast high noble metal, three or more surfaces	Not Covered

Code	Description	Copayment
D6612	retainer onlay - cast predominantly base metal, two surfaces	Not Covered
D6613	retainer onlay - cast predominantly base metal, three or more surfaces	Not Covered
D6614	retainer onlay - cast noble metal, two surfaces	Not Covered
D6615	retainer onlay - cast noble metal, three or more surfaces	Not Covered
D6634	retainer onlay - titanium	Not Covered
D6710	retainer crown - indirect resin based composite	Not Covered
D6720	retainer crown - resin with high noble metal	Not Covered
D6721	retainer crown - resin with predominantly base metal	300
D6722	retainer crown - resin with noble metal	Not Covered
D6740	retainer crown - porcelain/ceramic	300
D6751	retainer crown - porcelain fused to predominantly base metal	300
D6781	retainer crown - 3/4 cast predominantly base metal	300
D6782	retainer crown - 3/4 cast noble metal	Not Covered
D6783	retainer crown - 3/4 porcelain/ceramic	300
D6791	retainer crown - full cast predominantly base metal	300
D6930	re-cement or re-bond fixed partial denture	40
D6980	fixed partial denture repair necessitated by restorative material failure	95
D6999	unspecified fixed prosthodontic procedure, by report	350
<b>Oral and Maxillofacial Surgery Procedures</b>		
D7111	extraction, coronal remnants - primary tooth	40
D7140	extraction, erupted tooth or exposed root (elevation and/or forceps removal)	65
D7210	extraction, erupted tooth requiring removal of bone and/or sectioning of tooth, and including elevation of mucoperiosteal flap if indicated	120
D7220	removal of impacted tooth - soft tissue	95
D7230	removal of impacted tooth - partially bony	145
D7240	removal of impacted tooth - completely bony	160
D7241	removal of impacted tooth - completely bony, with unusual surgical complications	175
D7250	removal of residual tooth roots (cutting procedure)	80
D7260	oroantral fistula closure	280
D7261	primary closure of a sinus perforation	285
D7270	tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	185
D7280	exposure of an unerupted tooth	220
D7283	placement of device to facilitate eruption of impacted tooth	85
D7285	incisional biopsy of oral tissue-hard (bone, tooth)	180
D7286	incisional biopsy of oral tissue-soft	110
D7287	exfoliative cytological sample collection	Not Covered
D7288	brush biopsy - transepithelial sample collection	Not Covered
D7290	surgical repositioning of teeth	185
D7291	transseptal fiberotomy/supra crestal fiberotomy, by report	80
D7310	alveoloplasty in conjunction with extractions - four or more teeth or tooth spaces, per quadrant	85

Code	Description	Copayment
D7311	alveoloplasty in conjunction with extractions - one to three teeth or tooth spaces, per quadrant	50
D7320	alveoloplasty not in conjunction with extractions - four or more teeth or tooth spaces, per quadrant	120
D7321	alveoloplasty not in conjunction with extractions - one to three teeth or tooth spaces, per quadrant	65
D7340	vestibuloplasty - ridge extension (secondary epithelialization)	350
D7350	vestibuloplasty - ridge extension (including soft tissue grafts, muscle reattachment, revision of soft tissue attachment and management of hypertrophied and hyperplastic tissue)	350
D7410	excision of benign lesion up to 1.25 cm	75
D7411	excision of benign lesion greater than 1.25 cm	115
D7412	excision of benign lesion, complicated	175
D7413	excision of malignant lesion up to 1.25 cm	95
D7414	excision of malignant lesion greater than 1.25 cm	120
D7415	excision of malignant lesion, complicated	255
D7440	excision of malignant tumor - lesion diameter up to 1.25 cm	105
D7441	excision of malignant tumor - lesion diameter greater than 1.25 cm	185
D7450	removal of benign odontogenic cyst or tumor - lesion diameter up to 1.25 cm	180
D7451	removal of benign odontogenic cyst or tumor - lesion diameter greater than 1.25 cm	330
D7460	removal of benign nonodontogenic cyst or tumor - lesion diameter up to 1.25 cm	155
D7461	removal of benign nonodontogenic cyst or tumor - lesion diameter greater than 1.25 cm	250
D7465	destruction of lesion(s) by physical or chemical method, by report	40
D7471	removal of lateral exostosis (maxilla or mandible)	140
D7472	removal of torus palatinus	145
D7473	removal of torus mandibularis	140
D7485	reduction of osseous tuberosity	105
D7490	radical resection of maxilla or mandible	350
D7510	incision and drainage of abscess - intraoral soft tissue	70
D7511	incision and drainage of abscess - intraoral soft tissue - complicated (includes drainage of multiple fascial spaces)	70
D7520	incision and drainage of abscess - extraoral soft tissue	70
D7521	incision and drainage of abscess - extraoral soft tissue - complicated (includes drainage of multiple fascial spaces)	80
D7530	removal of foreign body from mucosa, skin, or subcutaneous alveolar tissue	45
D7540	removal of reaction producing foreign bodies, musculoskeletal system	75
D7550	partial ostectomy/sequestrectomy for removal of non-vital bone	125
D7560	maxillary sinusotomy for removal of tooth fragment or foreign body	235

Code	Description	Copayment
D7610	maxilla - open reduction (teeth immobilized, if present)	140
D7620	maxilla - closed reduction (teeth immobilized, if present)	250
D7630	mandible - open reduction (teeth immobilized, if present)	350
D7640	mandible - closed reduction (teeth immobilized, if present)	350
D7650	malar and/or zygomatic arch - open reduction	350
D7660	malar and/or zygomatic arch - closed reduction	350
D7670	alveolus - closed reduction, may include stabilization of teeth	170
D7671	alveolus - open reduction, may include stabilization of teeth	230
D7680	facial bones - complicated reduction with fixation and multiple surgical approaches	350
D7710	maxilla - open reduction	110
D7720	maxilla - closed reduction	180
D7730	mandible - open reduction	350
D7740	mandible - closed reduction	290
D7750	malar and/or zygomatic arch - open reduction	220
D7760	malar and/or zygomatic arch - closed reduction	350
D7770	alveolus - open reduction stabilization of teeth	135
D7771	alveolus, closed reduction stabilization of teeth	160
D7780	facial bones - complicated reduction with fixation and multiple approaches	350
D7810	open reduction of dislocation	350
D7820	closed reduction of dislocation	80
D7830	manipulation under anesthesia	85
D7840	condylectomy	350
D7850	surgical discectomy, with/without implant	350
D7852	disc repair	350
D7854	synovectomy	350
D7856	myotomy	350
D7858	joint reconstruction	350
D7860	arthrotomy	350
D7865	arthroplasty	350
D7870	arthrocentesis	90
D7871	non-arthroscopic lysis and lavage	150
D7872	arthroscopy - diagnosis, with or without biopsy	350
D7873	arthroscopy: lavage and lysis of adhesions	350
D7874	arthroscopy: disc repositioning and stabilization	350
D7875	arthroscopy: synovectomy	350
D7876	arthroscopy: discectomy	350
D7877	arthroscopy: debridement	350
D7880	occlusal orthotic device, by report	120
D7881	occlusal orthotic device adjustment	30
D7899	unspecified TMD therapy, by report	350
D7910	suture of recent small wounds up to 5 cm	35
D7911	complicated suture - up to 5 cm	55
D7912	complicated suture - greater than 5 cm	130
D7920	skin graft (identify defect covered, location and type of graft)	120
D7940	osteoplasty - for orthognathic deformities	160
D7941	osteotomy - mandibular rami	350

Code	Description	Copayment
D7943	osteotomy - mandibular rami with bone graft; includes obtaining the graft	350
D7944	osteotomy - segmented or subapical osteotomy - body of mandible	275
D7945	body of mandible	350
D7946	LeFort I (maxilla - total)	350
D7947	LeFort I (maxilla - segmented)	350
D7948	LeFort II or LeFort III (osteoplasty of facial bones for midface hypoplasia or retrusion) - without bone graft	350
D7949	LeFort II or LeFort III - with bone graft	350
D7950	osseous, osteoperiosteal, or cartilage graft of the mandible or maxilla - autogenous or nonautogenous, by report	190
D7951	sinus augmentation with bone or bone substitutes via a lateral open approach	290
D7952	sinus augmentation via a vertical approach	175
D7955	repair of maxillofacial soft and/or hard tissue defect	200
D7960	frenulectomy - also known as frenectomy or frenotomy - separate procedure not incidental to another procedure	120
D7963	frenuloplasty	120
D7970	excision of hyperplastic tissue - per arch	175
D7971	excision of pericoronal gingiva	80
D7972	surgical reduction of fibrous tuberosity	100
D7979	non- surgical sialolithotomy	155
D7980	surgical sialolithotomy	155
D7981	excision of salivary gland, by report	120
D7982	sialodochoplasty	215
D7983	closure of salivary fistula	140
D7990	emergency tracheotomy	350
D7991	coronoidectomy	345
D7995	synthetic graft - mandible or facial bones, by report	150
D7997	appliance removal (not by dentist who placed appliance), includes removal of archbar	60
D7999	unspecified oral surgery procedure, by report	350
<b>Adjunctive Service Procedures</b>		
D9110	palliative (emergency) treatment of dental pain - minor procedure	30
D9120	fixed partial denture sectioning	95
D9210	local anesthesia not in conjunction with operative or surgical procedures	10
D9211	regional block anesthesia	20
D9212	trigeminal division block anesthesia	60
D9215	local anesthesia in conjunction with operative or surgical procedures	15
D9222	deep sedation/general anesthesia – first 15 minutes	55
D9223	deep sedation/general anesthesia – each subsequent 15 minute increment	45
D9230	inhalation of nitrous oxide/analgesia, anxiolysis	15
D9239	intravenous moderate (conscious) sedation/analgesia – first 15 minutes	60
D9243	intravenous moderate (conscious) sedation/analgesia – each subsequent 15 minute increment	60

Code	Description	Copayment
D9248	non-intravenous conscious sedation	65
D9310	consultation - diagnostic service provided by dentist or physician other than requesting dentist or physician	50
D9311	consultation with a medical health care professional	No Charge
D9410	house/extended care facility call	50
D9420	hospital or ambulatory surgical center call	135
D9430	office visit for observation (during regularly scheduled hours) - no other services	20
D9440	office visit - after regularly scheduled hours	45
D9450	case presentation, detailed and extensive treatment planning	Not Covered
D9610	therapeutic parenteral drug, single administration	30
D9612	therapeutic parenteral drugs, two or more administrations, different medications	40
D9910	application of desensitizing medicament	20
D9930	treatment of complications (post-surgical) - unusual circumstances, by report	35
D9940	occlusal guard, by report	Not Covered
D9942	repair and/or reline of occlusal guard	Not Covered
D9943	occlusal guard adjustment	Not Covered
D9950	occlusion analysis - mounted case	120
D9951	occlusal adjustment - limited	45
D9952	occlusal adjustment - complete	210
D9999	unspecified adjunctive procedure, by report	No Charge

### Orthodontic Procedures

*\*Medically Necessary Orthodontia is covered at a \$350 copayment for children 18 and under only. Member cost share for Medically Necessary Orthodontia services applies to the course of treatment, not individual benefit years within a multi-year course of treatment. Member cost share applies to the course of treatment as long as the member remains enrolled in the plan. The following services are included:*

D8080	Comprehensive orthodontic treatment of the adolescent dentition	
D8210	Removable appliance therapy	
D8220	Fixed appliance therapy	
D8660	Pre-orthodontic treatment examination to monitor growth and development	
D8670	Periodic orthodontic treatment visit	
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))	
D8681	Removable orthodontic retainer adjustment	
D8691	Repair of orthodontic appliance	
D8692	Replacement of lost or broken retainer	
D8693	Re-cement or re-bond fixed retainer	
D8694	Repair of fixed retainers, includes reattachment	
D8999	Unspecified orthodontic procedure, by report	
	Medically Necessary Orthodontia is for Cleft palate; Cleft palate with cleft lip and the following anomalies: Hemifacial microsmia; Craniosynostosis syndromes; Cleidocranial dental dysplasia; Arthrogryposis; Marfan syndrome. Must be preauthorized.	350

*Please call your Dental Health Services Member Service Specialist at 855-495-0905 for a referral to a conveniently located participating orthodontist. Orthodontic models, x-rays, photographs and records are not covered. There may be additional copayments depending on treatment needs.*

Code	Description	Copayment
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### General Policies

*The following services are not covered by your dental plan:*

- A. Services not consistent with professionally recognized standards of practice.
- B. Cosmetic services, for appearance only, unless specifically listed.
- C. Treatment for malignancies, as well as hereditary, congenital and/or developmental malformations.
- D. Dispensing of drugs not normally supplied in a dental office.
- E. Hospitalization charges, dental procedures or services rendered while patient is hospitalized.
- F. Dental procedures that cannot be performed in the dental office due to the general health and/or physical limitations of the member.
- G. Expenses incurred for dental procedures initiated prior to member's eligibility with Dental Health Services, or after termination of eligibility.
- H. Services that are reimbursed by a third party (such as the medical portion of an insurance/health plan or any other third party indemnification).
- I. Procedures performed by a prosthodontist.
- J. Changes in treatment necessitated by an accident of any kind.
- K. Coordinator of benefits with another prepaid managed care dental plan.
- L. Cost sharing payments made by each individual child for in-network covered services accrue to the child's out of pocket maximum. Once the child's individual out of pocket maximum has been reached, the plan pays all costs for covered services for that child.
- M. In a plan with two or more children, cost sharing payments made by each individual child for in-network services contribute to the family out of pocket maximum.

*The following are subject to additional charges and/or limitations:*

- A. Treatment of dental emergencies is limited to treatment that will alleviate acute symptoms and does not cover definitive restorative treatment including, but not limited to root canal treatment and crowns.
- B. Optional services: when the patient select a plan of treatment that is considered optional or unnecessary by the attending dentist, the additional cost is the responsibility of the patient.
- C. Specialty referrals must be pre-approved by Dental Health Services for any treatment deemed necessary by the treating participating dentist.
- D. Pre-authorization is required for all specialty services.
- E. Tooth whitening is not a covered service.
- F. Services not specifically listed, or listed as Not

Covered in the Schedule of Covered Services and Copayments.

- G. Services performed by out of network dentists are Not covered unless pre-approved by Dental Health Services.

### Diagnostic General Policies (D0100-D0999)

- A. D0120 is a benefit once every 6 months, per participating dentist or after six months have elapsed following comprehensive oral evaluation (D0150) with the same participating dentist.
- B. D0140 and D0160 are a benefit once per member per participating dentist.
- C. D0170 is a benefit up to six (6) in a three (3) month period, up to a maximum of 12 times in a twelve (12) month period.
  - 1. This procedure is not covered when provided on the same date of service as D0120, D0140, D0150, D0160, or D9430.
- D. D0210 is a benefit once per participating dentist every thirty-six (36) months.
  - 1. D0210 is not a benefit to the same participating dentist within six (6) months of bitewings (D0272 and D0274).
- E. D0220 is a benefit to a maximum of 20 periapicals in a twelve (12) month period to the same participating dentist, in any combination of D0220 and D0330.
  - 1. D0210 is not considered against the maximum of 20 periapicals in a twelve (12) month period.
  - 2. D0220 is payable once per participating dentist per date of service.
- F. D0230 is a benefit to a maximum of 20 periapicals in a twelve (12) month period to the same participating dentist, in any combination of D0220 and D0330.
  - 1. D0210 is not considered against the maximum of 20 periapicals in a twelve (12) month period.
- G. D0240 is a benefit up to a maximum of two (2) in a six (6) month period per participating dentist.
- H. D0250 and D0270 are a benefit once per date of service.
- I. D0260 is a benefit up to a maximum of four (4) on the same date of service.
- J. D0272 is a benefit once every six (6) months per participating dentist. D0272 is not a benefit:
  - 1. within six (6) months of D0210, same participating dentist
  - 2. for a totally edentulous area.
- K. D0274 is a benefit once every six (6) months per participating dentist. D0274 is not a benefit:
  - 1. within six (6) months of D0210, same participating dentist.
  - 2. for members under the age of ten (10).
- L. D0290 and D0320 are a benefit for a maximum of three (3) per date of service.

- M. D0322 is a benefit twice in a twelve (12) month period, per participating dentist.
- N. D0330 is a benefit once in a thirty-six (36) month period, per participating dentist except when documented as essential for a follow-up/post-operative exam.
  - 1. D0330 is not a benefit for the same participating dentist, on the same date of service as D0210.
  - 2. D0330 shall be considered part of D0210 when taken on the same date of service with bitewings (D0272 and D0274) and a minimum of two (2) D0230 procedures.
- O. D0340 is a benefit twice in a twelve (12) month period per participating dentist.
- P. D0350 is a benefit up to a maximum of four (4) per date of service.
- Q. D0470 is a benefit once per participating dentist unless special circumstances are documented, such as trauma or pathology which has affected the course of orthodontic treatment.

### **Preventive General Policies (D1000-D1999)**

- A. D1110 and D1120 is a benefit once in a six (6) month period.  
D1120 is not a benefit when:
  - 1. performed on the same date of service with D4210, D4211, D4260, D4261, D4341, or D4342.
  - 2. to the same provider that performed periodontal maintenance (D4910) in the same calendar quarter.
- B. D1206 is a benefit once in a six (6) month period. frequency limitations shall apply towards D1208.
- C. D1208 is a benefit once in a six (6) month period. frequency limitations shall apply towards D1206.
- D. sealants (D1351) are a benefit for:
  - 1. first, second, and third permanent molars that occupy the second molar position; only on the occlusal surfaces that are free of decay and/or restorations.
  - 2. once per tooth every thirty-six (36) months per participating dentist regardless of surfaces sealed. The original participating dentist is responsible for any repair or replacement during the thirty-six (36) month period.
- E. Preventive resin restorations (D1352) are a benefit for:
  - 1. first, second, and third permanent molars that occupy the second molar position; only for an active cavitated lesion in a pit or fissure that does not cross the DEJ.
  - 2. once per tooth every thirty-six (36) months per participating dentist regardless of surfaces sealed. The original participating dentist is responsible for any repair or replacement during the thirty-six (36) month period.
- F. D1510 and D1520 are a benefit once per quadrant per member, only to maintain the space for a single

tooth. Replacement space maintainers shall be considered for payment when documentation identifies an unusual circumstance, such as lost or non-repairable. D1510 is not a benefit:

1. when the permanent tooth is near eruption or is missing.
  2. for upper and lower anterior teeth.
  3. for orthodontic or tooth guidance appliances.
  4. for minor tooth movement, or
  5. for activating wires.
- G. D1515 and D1525 are a benefit once per arch when there is a missing primary molar in both quadrants or when there are two missing primary molars in the same quadrant. Replacement space maintainers shall be considered for payment when documentation identifies an unusual circumstance, such as lost or non-repairable. D1515 is not a benefit:
    1. when the permanent tooth is near eruption or is missing.
    2. for upper and lower anterior teeth.
    3. for orthodontic or tooth guidance appliances.
    4. for minor tooth movement, or
    5. for activating wires.
  - H. D1550 is a benefit per applicable quadrant or arch. Additional requests beyond the stated frequency limitations shall be considered for payment when the medical necessity is documented and identifies an unusual condition, such as displacement due to a sticky food item.

### **Restorative General Policies (D2000-D2999)**

- A. D2140, D2150, D2160, D2161, D2330, and D2391-D2394 are a benefit as follows:
  1. once in a twelve (12) month period for primary (baby) teeth.
  2. once in a thirty-six (36) month period for permanent (adult) teeth.
- B. D2331, D2332, and D2335 are a benefit as outlined below and are payable once per tooth, per date of service, per unique tooth surface:
  1. once in a twelve (12) month period for primary (baby) teeth.
  2. once in a thirty-six (36) month period for permanent (adult) teeth.
- C. D2390 is a benefit as outlined below and shall involve at least four (4) surfaces:
  1. once in a twelve (12) month period for primary (baby) teeth.
  2. once in a thirty-six (36) month period for permanent (adult) teeth.
- D. D2710 and D2712 are a benefit as outlined below:
  1. permanent anterior and permanent posterior teeth for members thirteen (13) years of age and older :
    - a. once in a five (5) year period.
    - b. for any resin based composite crown that is indirectly fabricated.

- c. D2710 and D2712 are not a benefit for pediatric members under the age of thirteen (13), for third molars unless the 3rd molar occupies 1st or 2nd molar position or is an abutment for an existing removable partial denture with cast clasps or rests.
- E. D2721, D2740, D2751, D2781, D2783, and D2791 are a benefit as outlined below:
  - 1. permanent anterior and permanent posterior teeth for members thirteen (13) years of age and older are a benefit:
    - a. once in a five (5) year period.
    - b. for any resin based composite crown that is indirectly fabricated.
  - c. D2721, D2740, D2751, D2781, D2783, and D2791 are not a benefit for pediatric members under the age of thirteen (13), for third molars unless the 3rd molar occupies 1st or 2nd molar position or is an abutment for an existing removable partial denture with cast clasps or rests.
- F. D2910 is a benefit once in a twelve (12) month period, per participating dentist.
- G. Crown recementation (D2920) is not a benefit within twelve (12) months of a previous recementation by the same participating dentist. The original participating dentist is responsible for all recementations within the first twelve (12) months following the initial placement of prefabrication or laboratory processed crowns.
- H. D2929 and D2930 are a benefit once in a twelve month period.
- I. D2931 is a benefit once in a thirty-six (36) month period. D2931 is not a benefit for 3rd molars, unless the 3rd molar occupies the 1st or 2nd molar position.
- J. D2932 is a benefit once in a twelve (12) month period for primary teeth and once in a thirty-six (36) month period for permanent teeth. D2932 is not a benefit for 3rd molars unless the 3rd molars occupy the 1st or 2nd molar position.
- K. D2933 includes the placement of a resin-based composite and is a benefit as outlined below:
  - 1. once in a twelve (12) month period on primary teeth.
  - 2. once in a thirty-six (36) month period for permanent teeth.
  - 3. not a benefit for 3rd molars, unless the 3rd molar occupies the 1st or 2nd molar position.
- L. D2940 is a benefit once per tooth in a six (6) month period, per participating dentist.
  - 1. this procedure is for a temporary restoration and is not to be used as a base or liner under a restoration.
  - 2. D2940 is not a benefit when performed on the same date of service with an permanent

restoration or crown, for same tooth, or on root canal treated teeth.

- M. D2951 is a benefit for permanent teeth only, when billed with an amalgam or composite restoration on the same date of service, once per tooth regardless of the number of pins placed, for a posterior restoration when the destruction involves 3 or more connected surfaces and at least one cusp, or for an anterior restoration when extensive coronal destruction involves the incisal angle.
- N. D2952 and D2954 are a benefit once per tooth
  - Regardless of number of posts placed and only in conjunction with allowable crowns (prefabricated or lab processed) on root canal treated permanent teeth.
- O. D2980 is a benefit for lab processed crowns on permanent teeth. Not a benefit within twelve (12) months of initial crown placement or previous repair from the same provider.
- P. D2999 shall be used for a procedure not adequately described by a CDT code; or a procedure that has a CDT code that is not a benefit, but the member has an exceptional medical condition to justify the medical necessity.

### **Endodontic General Policies (D3000-D3999)**

- A. D3220 is a benefit once per primary tooth. However, not a benefit under the following:
  - 1. the primary tooth is near exfoliation
  - 2. for a primary tooth with necrotic pulp or Periapical lesion
  - 3. for a primary tooth that is non-restorable
  - 4. a permanent tooth
- B. D3221 is a benefit for permanent teeth; for over-retained primary teeth with no successor; once per tooth. D3221 is not a benefit on the same date of service with any additional services on the same tooth.
- C. D3222 is a benefit for pediatric members, once per permanent tooth on vital teeth only. D3222 is not a benefit under the following circumstances:
  - 1. for primary teeth
  - 2. for 3rd molars, unless the 3rd molar occupies the 1st or 2nd molar position or is an abutment for an existing fixed partial denture or removable denture with cast clasps or rests
  - 3. on the same date of service as any other Endodontic procedures for the same tooth
- D. D3230 and D3240 are a benefit once per Primary tooth however, not a benefit under The following circumstances:
  - 1. for a primary tooth near exfoliation

2. with therapeutic pulpotomy (excluding Final restoration (D3220)) on the same Date of service, same tooth
  3. with pulpal debridement (D3221), on Primary or permanent teeth on the same Date of service, same tooth
- E. D3310 and D3320 is a benefit once per tooth for initial root canal therapy treatment. The fee for this procedure includes all treatment and post treatment radiographs, any temporary restorations and/or occlusal seals.
- F. D3330 is a benefit once per tooth for initial root canal therapy treatment. The fee for this procedure includes all treatment and post treatment radiographs, any temporary restorations and/or occlusal seals. D3330 is not a benefit for 3rd molars, unless the 3rd molar occupies the 1st or 2nd molar position or is an abutment for an existing fixed partial denture or removable partial denture with cast clasps or rests.
- G. D3346, D3347, and D3348 include all treatment and post treatment radiographs, any temporary restorations and/or occlusal seals; not a benefit to the original participating dentist within twelve (12) months of initial treatment. D3348 is not a benefit for 3rd molars, unless the 3rd molar occupies the 1st or 2nd molar position or is an abutment for an existing fixed partial denture or removable partial denture with cast clasps or rests.
- H. D3351 and D3352 are a benefit once per permanent tooth only and are not a benefit for 3rd molars, unless the 3rd molar occupies the 1st or 2nd molar position or is an abutment for an existing fixed partial denture or removable partial denture with cast clasps and rests; on the same date of service as any other endodontic procedures for the same tooth. D3352 is a benefit only when following D3351.
- I. D3410, D3421, D3425, and D3426 are a benefit for permanent teeth only and include the placement of retrograde filling material and all treatment and post treatment radiographs. The procedure is not a benefit to the original participating dentist within 90 days of root canal therapy except when a medical necessity is documented or within 24 months of a prior apicoectomy/periradicular surgery, same root.
1. D3410 is for permanent anterior teeth only.
  2. D3421 is for permanent bicuspid teeth only.
  3. D3425 is for permanent 1st and 2nd molar teeth. only; 3rd molar will be covered only when occupying the 1st or

2nd molar position or as an abutment for an existing fixed partial denture or removable partial denture with cast clasps and rests.

4. D3426 is only payable on the same date of service as procedures D3421 and D3425.
- J. D3430 and D3910 are to be performed in conjunction with endodontic procedures and is not payable separately. D3910 is included in the fees for restorative and endodontic procedures (D2900-D3999).
- K. D3999 shall be used for a procedure not adequately described by a CDT code; or a procedure that has a CDT code that is not a benefit, but the member has an exceptional medical condition to justify the medical necessity.

### **Periodontal General Policies (D4000-D4999)**

- A. D4210, D4211, D4260, and D4261 are a benefit for members ages thirteen (13) and older, once per quadrant Every thirty-six (36) months. These procedures Require prior-authorization and cannot be prior-authorized within thirty (30) days following periodontal scaling and root planing (D4341/D4342) for the (same quadrant. D4260 and D4261 can only be prior-authorized when preceded by D4341/D4342 in the same quadrant within the previous twenty-four (24) months.
- B. D4341 and D4342 are a benefit for members ages thirteen (13) and older, once per quadrant every twenty-four (24) months. D4210, D4211, D4260, and D4261 cannot be prior-authorized within thirty (30) days following these procedures for the same quadrant.
1. Prophylaxis (D1110/D1120) are not payable on the same date of service.
- C. D4910 is a benefit once in a calendar quarter and only when preceded by a completion of all necessary scaling and root planing (D4341/D4342); only in the twenty-four (24) month period following the last scaling and root planing.
1. D4910 is not a benefit in the same calendar quarter as D4341/D4342 and is not payable to the same participating dentist in the same calendar quarter as D1110/D1120.
  2. D4910 is considered a full mouth treatment
- D. D4920 is a benefit for members ages 13 and older, once per member per participating dentist within thirty (30) days of the date of service of D4210, D4211, D4260, and D4261.
1. D4920 by the same provider are considered Part of, and included in the fee for D4210, D4211, D4260, and D4261.
- E. D4999 is a benefit for members ages thirteen (13) and older and shall be used for a procedure not adequately described by a CDT



code; or a procedure that has a CDT code that is not a benefit, but the member has an exceptional medical condition to justify the medical necessity.

### **Prosthodontics (Removable) General Policies (D5000-D5899)**

- A. D5110 and D5120 are a benefit once in a five (5) year period from a previous complete, immediate, or overdenture-complete denture. All adjustments made within six (6) months after the date of service, by the same participating dentist, are included in the fee for this procedure.
- B. D5130 and D5140 are a benefit once per member, all adjustments made within six (6) months after the date of service, by the same participating dentist, are included in the fee for this procedure. D5130/ D5140 are not a benefit under the following circumstances:
  - 1. as a temporary denture.
  - 2. subsequent complete dentures within a five (5) year period of an immediate denture.
- C. D5211 and D5212 are a benefit once in a five (5) year period and when replacing a permanent anterior tooth or teeth and/or where the arch lacks posterior balanced occlusion. All adjustments made within six (6) months after the date of service, by the same participating dentist, are included in the fee for this procedure. Lack of posterior balanced occlusion is defined as follows:
  - 1. five (5) permanent posterior missing teeth, (excluding 3rd molars).
  - 2. all four 1st and 2nd permanent molars missing.
  - 3. 1st and 2nd permanent molars and bicuspid missing on the same side. These procedures are not a benefit when replacing 3rd molars and are not eligible for laboratory relines (D5760).
- D. D5213 and D5214 are a benefit once in a five (5) year period and when opposing a full denture and the arch lacks posterior balanced occlusion. All adjustments made within six (6) months after the date of service, by the same participating dentist, are included in the fee for this procedure. Lack of posterior balanced occlusion is defined as follows:
  - 1. five (5) permanent posterior missing teeth, (excluding 3rd molars).
  - 2. all four 1st and 2nd permanent molars missing.
  - 3. 1st and 2nd permanent molars and bicuspid missing on the same side. These procedures are not a benefit when replacing 3rd molars.
- E. D5410, D5411, D5421, and D5422 are a benefit once per date of service per participating dentist twice in a twelve (12) month period, per participating dentist. adjustments needed within six (6) months of the date of service for D5110, D5120, D5130, D5140, D5211, and D5212-D5214 are included in the fee for those procedures.
  - 1. D5410 is not a benefit on the same date of service or within six (6) months as D5110 or D5130, D5730, D5740, D5750, D5850, D5510, or D5520.
  - 2. D5411 is not a benefit on the same date of service or within six (6) months as D5120 or D5140, D5731, D5741, D5751, D5851, D5510, or D5520.
  - 3. D5421 is not a benefit on the same date of service or within six (6) months as D5211 or D5213, D5740, D5760, D5850, D5610, D5620, D5630, D5640, D5650, or D5660.
  - 4. D5422 is not a benefit on the same date of service or within six (6) months as D5212 or D5214, D5741, D5761, D5851, D5610, D5620, D5630, D5640, D5650, or D5660.
- F. D5511 and D5512 are a benefit once per arch, per date of service per participating dentist, twice in a twelve (12) month period per participating dentist. All adjustments made within six (6) months after the date of repair, by the same dentist and same arch, are included in the fee for this procedure.
  - 1. D5511 and D5512 are not a benefit on the same date of service as D5730, D5731, D5750 or D5751.
- G. D5520 is a benefit up to a maximum of four, per arch, per date of service per participating dentist, twice per arch, in a twelve (12) month period per participating dentist. All Adjustments made within six (6) months after the date of repair, by the same dentist and same arch, are included in the fee for this procedure.
- H. D5611 and D5612 are a benefit once per arch, per date of service per participating dentist, and twice per arch in a 12 month period per participating dentist for partial dentures only. All Adjustments made within six (6) months after the date of repair, by the same dentist and same arch, are included in the fee for this procedure.
  - 1. D5611 and D5612 are not a benefit on the same date of service as D5740, D5741, D5760 or D5761.
- I. D5621 and D5622 are a benefit once per arch, per date of service per participating dentist, and twice per arch in a 12 month period per participating dentist. All adjustments made within six (6) months after the date of repair, by the same dentist and same arch, are included in the fee for this procedure.
- J. D5630 and D5660 are a benefit up to a maximum of three (3), per date of service per participating and twice per arch in a 12 month period per participating dentist. All Adjustments made within

six (6) months after the date of repair, by the same dentist and same arch, are included in the fee for this procedure.

- K. D5640 is a benefit up to a maximum of four (4) per arch, per date of service per participating dentist, for partial dentures only. All Adjustments made within six (6) months after the date of repair, by the same dentist and same arch, are included in the fee for this procedure.
- L. D5650 is a benefit up to a maximum of three (3) per date of service per participating dentist, once per tooth. All Adjustments made within six (6) months after the date of repair, by the same dentist and same arch, are included in the fee for this procedure.
1. Adding 3rd molars is not a benefit.
- M. D5730 and D5731 are a benefit once in a twelve (12) month period; six months after the date of service for a removable denture (D5130/D5140) that required extractions or (D5110, D5120) that did not require extractions D5730 and D5731 are not a benefit under the following circumstance:
1. within twelve (12) months of a reline (D5750/D5751).
- All Adjustments made within six (6) months after the date of service by the same dentist, are included in the fee for this procedure.
- N. D5740 and D5741 are a benefit once in a twelve (12) month period; six months after the date of service for a removable denture (D5211-D5214) that required extractions or twelve (12) months after the date of service for D5213/D5214 that did not require extractions. All Adjustments made within six (6) months after the date of service by the same dentist, are included in the fee for this procedure.
- O. D5750 and D5751 are a benefit once in a twelve (12) month period; six months after the date of service for an immediate denture (D5130/D5140) that required extractions or twelve (12) months after the date of service for D5110/D5120 that did not require extractions. D5750 and D5751 are not a benefit under the following circumstance:
1. within twelve (12) months of a reline (D5730/D5731).
- All Adjustments made within six (6) months after the date of service by the same dentist, are included in the fee for this procedure.
- P. D5760 and D5761 are a benefit once in a twelve (12) month period; six months after the date of service for an removable denture (D5213/D5214) that required extractions or twelve (12) months after the date of service for D5213/ D5214 that did not require extractions. D5760 and D5761 are not a benefit under the following circumstances:
1. within twelve (12) months of a reline (D5740/D5741).

2. for a partial dentures with resin base (D5211/D5212).

All Adjustments made within six (6) months after the date of service by the same dentist, are included in the fee for this procedure.

- Q. D5851 and D5851 are a benefit twice per prosthesis in a thirty-six (36) month period however, are not a benefit on the same date of service as D5730, D5731, D5740, D5741, D5750, D5751, D5760, or D5761 or on the same date of service as a prosthesis that did not require extractions. All adjustments made within six (6) months after the date of service, by the same participating dentist, are included in the fee for this procedure.
- R. D5899 shall be used for a procedure not adequately described by a CDT code; or a procedure that has a CDT code that is not a benefit, but the member has an exceptional medical condition to justify the medical necessity.

### **Maxillofacial Prosthetic General Policies (D5900-D5999)**

- A. D5916 is not a benefit on the same date of service as ocular prosthesis, interim (D5923).
- B. D5923 is not a benefit on the same date of service with ocular prosthesis(D5916).
- C. D5931 and D5932 are not a benefit on the same date of service as obturator prosthesis, interim (D5936).
1. D5931 is not a benefit on the same date of service as D5932.
  2. D5932 is not a benefit on the same date of service as D5931.
- D. D5933 is a benefit twice in a twelve (12) month period and not a benefit on the same date of service as D5931, D5932, or D5936.
- E. D5955 is not a benefit on the same date of service as D5958.
- F. D5958 is not a benefit on the same date of service as D5955.
- G. D5959 is a benefit twice in a twelve (12) month period and not a benefit on the same date of service as D5955 or D5958.
- H. D5960 is a benefit twice in a twelve (12) month period and not a benefit on the same date of service as D5952 or D5953.
- I. D5999 shall be used for a procedure not adequately described by a CDT code; or a procedure that has a CDT code that is not a benefit, but the member has an exceptional medical condition to justify the medical necessity.

## **Implant Services General Policies (D6000-D6199)**

- A. Implant services require prior-authorization and are only a benefit when exceptional medical conditions are documented; each case shall be reviewed for medical necessity.
- B. Re-cementation of implant/abutment-supported crowns (D6092/D6093) are not a benefit within twelve (12) months of a previous re-cementation by the same participating dentist.
  - 1. the original participating dentist is responsible  
For all re-cementations within the first twelve (12) months following the initial placement of the implant/abutment-supported crown/  
fixed partial denture.
- C. D6190 is included in the fee for surgical placement of an implant body (D6010).

## **Fixed Prosthodontic General Policies (D6200-D6999)**

- A. D6211, D6241, D6245, and D6251 is a benefit once in a five year (5) period for members thirteen (13) years of age and older and only when the criteria is met for a removable denture (D5211-D5214)
  - 1. D6211 is a benefit only when billed the same date of service as D6721, D6740, D6751, D6781, D6783, and D6791.
- B. D6271, D6740, D6751, D6781, D6783, and D6791 are a benefit once in a five (5) year period for members thirteen (13) years of age and older and only when the criteria has been met for a removable denture (D5211-D5214).
- C. Re-cementation of a fixed partial denture (D6930) is not a benefit within twelve (12) months of a previous re-cementation by the same participating dentist.
  - 1. the original participating dentist is responsible for all re-cementations within the first twelve (12) months following the initial placement of the fixed partial denture.
- D. D6980 is not a benefit within 12 months of the initial placement or previous repair, same participating dentist.
- E. D6999 is not a benefit within twelve (12) months of initial placement, same participating dentist, and shall be used for a procedure not adequately described by a CDT code; or a procedure that has a CDT code that is not a benefit, but the member has an exceptional medical condition to justify the medical necessity.

## **Maxillofacial Surgery General Policies (D7000-D7999)**

- A. D7111 is not a benefit for asymptomatic teeth.

- B. D7140 is not a benefit to the same participating dentist who performed the initial tooth extraction.
- C. D7260 is not a benefit in conjunction with extractions procedures (D7111-D7250).
- D. D7270 is a benefit once per arch regardless of the number of teeth involved and for permanent teeth only. The fee for this service includes splinting and/or stabilization, post-operative care and the removal of the splint or stabilization, by the same participating dentist.
- E. D7280 is not a benefit for for 3rd molars.
- F. D7283 is only a benefit for members in active orthodontic treatment. D7283 is not a benefit for 3rd molars, unless the 3rd molar occupies the 1st or 2nd molar position.
- G. D7285 is a benefit for the removal of specimen only; once per arch, per date of service regardless of the areas involved. D7285 is not a benefit with:
  - 1. an apicoectomy/periridicular surgery D3410 - D3426 in the same area, region, or on the same date of service.
  - 2. an extraction D7111-D7250 in the same area, region, or on the same date of service.
  - 3. an excision of any soft tissues or lesions D7410- D7461 in the same area, region, or on the same date of service.
- H. D7286 is a benefit for the removal of specimen only; up to a maximum of three (3) per date of service. D7285 is not a benefit with:
  - 1. an apicoectomy/periridicular surgery D3410 - D3426 in the same area, region, or on the same date of service.
  - 2. an extraction D7111-D7250 in the same area, region, or on the same date of service.
  - 3. an excision of any soft tissues or lesions D7410- D7461 in the same area, region, or on the same date of service.
- I. D7290 is a benefit for members in active orthodontic treatment, once per arch, on permanent teeth only. D7290 is not a benefit for 3rd molars, unless the 3rd molar occupies the 1st or 2nd molar position.
- J. D7291 is a benefit only for members in active orthodontic treatment, once per arch.
- K. D7310 is a benefit with two (2) or more extractions (D7140-D7250) in the same quadrant, on the same date of service.
- L. D7320 is a benefit regardless of the number of tooth/teeth spaces however, not a benefit within six (6) months following D7140-D7250, in the same quadrant, by the same participating dentist.
- M. D7340 and D7350 are a benefit once per arch and not a benefit on the same date of service D7111-D7250 on the same arch.
  - 1. D7340 is not a benefit on the same date of service as D7350 and a limited to once in a

- five (5) year period.
2. D7350 is not a benefit on the same date of service as D7340.
- N. D7471 is a benefit once per quadrant, for the removal of buccal or facial exostosis only.
- O. D7472 is a benefit once in the member's lifetime.
- P. D7473 and D7485 is a benefit once per quadrant.
- Q. D7510 and D7511 is a benefit once per quadrant, same date of service. The fee for this procedure includes the incision, placement and removal of a surgical draining device.
1. any other definitive treatment performed in the same quadrant on the same date of service except necessary radiographs, are not a benefit.
- R. D7520 and D7521 includes the incision, placement and removal of a surgical draining device.
- S. D7530 and D7540 are a benefit once per date of service and not a benefit when associated with the removal of a tumor, cyst (D7440-D7461), or tooth (D7111-D7250).
- T. D7550 is a benefit once per quadrant per date of service; only for the removal of loose or sloughed off dead bone caused by infection or reduced blood supply. D7550 is not a benefit within thirty (30) days of an associated extraction.
- U. D7560 is not a benefit when a tooth fragment or foreign body is retrieved from the tooth socket.
- V. D7610-D7771 include the placement and removal of wires, bands, splints, and arch bars. Anesthesia procedures (D9223-D9248) are a separate benefit when necessary for the surgical removal of wires, bands, splints, or arch bars.
- W. D7780 is a benefit for the treatment of compound fractures. The fee for this procedure includes the placement and removal of wires, bands, splints, and arch bars. anesthesia procedures (D9222-D9248) are a separate benefit when necessary for the surgical removal of wires, bands, splints, or arch bars.
- X. Anesthesia procedures are a separate benefit when necessary for manipulation under anesthesia (D7830).
- Y. D7872 includes the fee for any biopsies performed.
- Z. D7880 is a benefit for those diagnosed with TMJ dysfunction however, not a benefit for the treatment of bruxism.
- AA. D7899 is not a benefit for procedures such as acupuncture, acupressure, biofeedback, or hypnosis.
- BB. D7910-D7912 are not a benefit for the closure of surgical incisions.
- CC. D7920, D7950, and D7995 are not a benefit for periodontal grafting.
- DD. D7951 and D7952 are a benefit only for members with prior-authorized implant services.
- EE. D7960 and D7963 are a benefit once per arch, per date of service and only when the permanent incisors and cuspids have erupted.
- FF. D7970-D7972 include the fees for other

surgical procedures that are performed in the same area, on the same date of service. These procedures are not a benefit for drug induced hyperplasia or where removal of tissue requires extensive gingival recontouring.

1. D7970 is a benefit once per arch per date of service.
  2. D7972 is a benefit once per quadrant per date of service.
- GG. D7997 is a benefit once per arch per date of service and for the removal of orthodontic appliances and space maintainers.
- HH. D7999 shall be used for a procedure not adequately described by a CDT code; or a procedure that has a CDT code that is not a benefit, but the member has an exceptional medical condition to justify the medical necessity.

### **Orthodontic General Policies (D8000-D8999)**

- A. D8080 is a benefit for handicapping malocclusion, cleft palate and facial growth management cases, for members eighteen (18) and under and permanent dentition (unless the member is age 13 or older with primary teeth still present or has a cleft palate or craniofacial anomaly), once per member per phase of treatment. All appliances such as bands, arch wires, headgear and palatal expanders) are included in the fee for this procedure. This procedure also includes the replacement, repair and removal of brackets, bands, and arch wires by the original participating dentist.
- B. D8210 and D8220 are a benefit for members ages six (6) through twelve (12), once per member. This procedure includes all adjustments to the appliance. These procedures are not a benefit as outlined below:
1. for orthodontic appliances
  2. tooth guidance appliances
  3. minor tooth movement or activating wires
  4. for space maintainers in the upper or lower Anterior region.
- C. D8660 is a benefit prior to comprehensive orthodontic treatment (D8080) of the adolescent dentition for the initial treatment phase for facial growth management cases regardless of how many dentition phases are required; once every three (3) months for a maximum of six.
- D. D8670 is a benefit for members eighteen (18) years of age and under; for permanent dentition (unless the member is age 13 or older with primary teeth still present or has a cleft palate or craniofacial anomaly); once per



calendar quarter. The maximum quantity of monthly treatment visits for the following phases are:

1. Malocclusion— up to a maximum of eight (8) quarterly visits. (4 additional quarterly visits shall be authorized when documentation and photographs justify the medical necessity).
  2. Cleft palate-
    - a. primary dentition: up to a maximum of four (4) quarterly visits. (2 additional quarterly visits shall be authorized when documentation and photographs justify the medical necessity).
    - b. Mixed dentition: up to a maximum of five (5) quarterly visits. (3 additional quarterly visits shall be authorized when documentation and photographs justify the medical necessity).
    - c. Permanent dentition: up to a maximum of ten (10) quarterly visits. (5 additional quarterly visits shall be authorized when documentation and photographs justify the medical necessity).
  3. Facial growth management-
    - a. primary dentition: up to a maximum of four (4) quarterly visits. (2 additional quarterly visits shall be authorized when documentation and photographs justify the medical necessity).
    - b. Mixed dentition: up to a maximum of five (5) quarterly visits. (3 additional quarterly visits shall be authorized when documentation and photographs justify the medical necessity).
    - c. Permanent dentition: up to a maximum of eight (8) quarterly visits. (4 additional quarterly visits shall be authorized when documentation and photographs justify the medical necessity).
- E. D8680 is a benefit for members eighteen (18) and under and permanent dentition (unless the member is age 13 or older with primary teeth still present or has a cleft palate or craniofacial anomaly), once per arch for each authorized phase of orthodontic treatment. D8680 is not a benefit until the active phase of orthodontic treatment (D8670) is completed. If fewer than the authorized number of periodic orthodontic treatment visit(s) (D8670) are necessary because the active phase of treatment has been completed early, then this shall be documented on the claim for orthodontic retention (D8680). The removal of appliances, construction and placement of retainers, all observations and necessary adjustments are included in the fee for this procedure.
- F. D8691 is a benefit once per appliance. Not a benefit to the original participating dentist for the replacement and/or repair of brackets, bands, or arch wires.
- G. D8692 is a benefit once per arch; only within 24 months following the date of service of

orthodontic retention (D8680). This procedure is only payable when orthodontic retention (D8680) has been previously paid by the program.

- H. D8693 is a benefit once per participating dentist. additional requests beyond the stated frequency limitations shall be considered for payment when the medical necessity is documented and identifies an unusual condition such as displacement due to a sticky food item.
- I. D8999 is not a benefit to the original participating dentist for the adjustment, repair, replacement or removal of brackets, bands, or arch wires. Procedure D8999 shall be used for a procedure which is not adequately described by a CDT code, or for a procedure that has a CDT code that is not a benefit but the member has an exceptional medical condition to justify the medical necessity.

### **Adjunctive Service General Policies (D9000-D9999)**

- A. D9110 is a benefit once per date of service per participating dentist regardless of the number of teeth and/or areas treated. Not a benefit when any other treatment is performed on the same date of service, except when radiographs/ photographs are needed of the affected area to diagnose and document the emergency condition.
- B. D9120 is a benefit when at least one of the abutment teeth is to be retained.
- C. D9210 is a benefit once per date of service per participating dentist, only for use in order to perform a differential diagnosis or as a therapeutic injection to eliminate or control a disease or abnormal state. Not a benefit when any other treatment is performed on the same date of service, except when radiographs/ photographs are needed of the affected area to diagnose and document the emergency condition.
- D. D9222 and/or D9223 is a not a benefit on the same date of service as analgesia, anxiolysis, inhalation of nitrous oxide (D9230), intravenous conscious sedation/analgesia (D9239/D9243) or non-intravenous conscious sedation (D9248), when all associated procedures on the same date of service by the same participating dentist are denied.
- E. D9230 is a benefit for uncooperative members under the age of 13, or members age 13 or older when documentation specifically identifies the physical, behavioral, developmental or emotional condition that prohibits the member from responding to the participating dentist's attempts to perform treatment. Not a benefit

- on the same date of service as deep sedation/general anesthesia (D9222/D9223), intravenous conscious sedation/analgesia (D9239/D9243) or non-intravenous conscious sedation (D9248), when all associated procedures on the same date of service by the same participating dentist are denied.
- F. D9239 and/or D9243 is not a benefit on the same date of service as deep sedation/general anesthesia (D9222/D9223), analgesia, anxiolysis, inhalation of nitrous oxide (D9230) or non-intravenous conscious sedation (D9248), when all associated procedures on the same date of service by the same participating dentist are denied.
- G. D9248 is a benefit for uncooperative members under the age of 13, or members age 13 or older when documentation specifically identifies the physical, behavioral, developmental or emotional condition that prohibits the member from responding to the participating dentist's attempts to perform treatment; for oral, patch, intramuscular, or subcutaneous routes of administration; once per date of service. Not a benefit on the same date of service as deep sedation/general anesthesia (D9222/D9223), analgesia, anxiolysis, inhalation of nitrous oxide (D9230) or intravenous conscious sedation (D9239/D9243), when all associated procedures on the same date of service by the same participating dentist are denied.
- H. D9410 is a benefit once per member per date of service, only in conjunction with procedures that are payable.
- I. D9420 is a benefit for each hour or fraction thereof as documented on the operative report. Not a benefit for an assistant surgeon; for time spent compiling the member history, writing reports, or for post-operative follow up visits.
- J. D9430 is a benefit once per date of service per participating dentist. Not a benefit when procedures other than necessary radiographs and/or photographs are provided on the same date of service.
- K. D9440 is a benefit once per date of service per participating dentist, only with treatment that is a benefit.
- L. D9610 is a benefit for up to a maximum of four (4) injections per date of service. Not a benefit for the administration of an analgesic or sedative when used in conjunction with deep sedation/general anesthesia (D9222/D9223), analgesia, anxiolysis, inhalation of nitrous oxide (D9230), intravenous conscious sedation/analgesia (D9239/D9243) or non-intravenous conscious sedation (D9248); when all associated procedures on the same date of service by the same participating dentist are denied.
- M. D9910 is a benefit once in a 12 month period per participating dentist, for permanent teeth only. Not a benefit when used as a base liner or adhesive under a restoration; the same date of service as fluoride (D1206 and D1208).
- N. D9930 is a benefit once per date of service per participating dentist, for the treatment of a dry socket or excessive bleeding within 30 days of the date of service of an extraction, for the removal of bony fragments within 30 days of the date of service of an extraction. Not a benefit for the removal of bony fragments on the same date of service as an extraction, for routine post-operative visits.
- O. D9950 is a benefit once in a twelve (12) month period, for members age 13 or older, for diagnosed TMJ dysfunction only, for permanent dentition. Not a benefit for bruxism only. The fee for this procedure includes face bow, inter-occlusal record tracings, diagnostic wax up and diagnostic casts.
- P. D9951 is a benefit once in a twelve (12) month period per quadrant per participating dentist, for members age 13 or older, for natural teeth only. Not a benefit within 30 days following definitive, restorative, endodontic, removable, and fixed prosthodontic treatment in the same or opposing quadrant.
- Q. D9952 is a benefit once in a twelve (12) month period following occlusion analysis-mounted case (D9950), for members age 13 or older, for TMJ dysfunction only, for permanent dentition. Not a benefit in conjunction with an occlusal orthotic device (D7880). Occlusion analysis-mounted case (D9950) must precede this procedure.
- R. D9999 Procedure D9999 shall be used for a procedure which is not adequately described by a CDT code, or for a procedure that has a CDT code that is not a benefit but the member has an exceptional medical condition to justify the medical necessity.

## Dental Health Services

*A Great Reason to Smile<sup>sm</sup>*

3833 Atlantic Avenue, Long Beach, CA 90807  
855-494-0905 | [www.dentalhealthservices.com](http://www.dentalhealthservices.com)

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Dental Health Services

## Children's Dental HMO Group Plan



## Evidence of Coverage

Qualified Dental Plans That Satisfy the Pediatric Dental  
Essential Health Benefit

Effective 01/01/2018 - 12/31/2018

## Non-Discrimination Notice

Dental Health Services complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or gender.

Dental Health Services:

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

If you need these services, contact your Civil Rights Coordinator, at 855-495-0905, 888-645-1257 (TDD/TTY).

If you believe that Dental Health Services has failed to provide these services or discriminated in any other way on the basis of race, color national origin, age, disability, or gender, you can file a grievance with the Civil Rights Coordinator, 3833 Atlantic Avenue, Long Beach, California 90807 call 855-495-0905, 888-645-1257 (TDD/TTY), fax 562- 424-0150, or email [DHaggerty@dentalhealthservices.com](mailto:DHaggerty@dentalhealthservices.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator 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 electronically through the Office for Civil Rights



Complaint Portal Available at  
<http://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, DC 20201,  
1-800-868-1019, 800-537-7697 (TDD).

Complaint forms are available at  
<http://www.hhs.gov/ocr/office/file/index.html>.

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**English:**

This notice has important information. This notice has important information about your application or coverage through Dental Health Services. There may be key dates in this notice. You may need to take action by certain deadlines to keep your dental coverage or help with costs. You have the right to get this information and help in your language at no cost. Call 1-866-756-4259.

**Spanish:**

Este aviso tiene información importante. Este aviso tiene información importante acerca de su solicitud o cobertura por medio de Dental Health Services. Es posible que haya fechas clave en este aviso. Es posible que tenga que tomar medidas antes de ciertas fechas límite para mantener su cobertura de salud o ayuda con los costos. Usted tiene derecho a obtener esta información y ayuda en su idioma de forma gratuita. Llame al 1-866-756-4259

**Chinese:**

本通知包含重要資訊。本通知包含關於您的 Dental Health Services 申請或保險的重要資訊。本通知中可能包含重要日期。您可能需要在特定截止日期之前採取行動，以維持您的健康保險或幫

助解決費用相關問題。您有權免費獲取本資訊與  
以您母語進行的幫助。致電1-866-756-4259

**Vietnamese:**

Thông báo này có các thông tin quan trọng. Thông báo này có các thông tin quan trọng về đơn yêu cầu hay bảo hiểm của quý vị thông qua Dental Health Services. Có thể có những ngày quan trọng trong thông báo này. Quý vị có thể cần hành động chậm nhất vào một số thời hạn cuối cùng để duy trì bảo hiểm y tế của quý vị hoặc để được trợ giúp với các chi phí. Quý vị có quyền nhận thông tin này và được trợ giúp miễn phí bằng ngôn ngữ của quý vị. Gọi 1-866-756-4259

**Tagalog:**

Ang paunawang ito ay nagtataglay ng mga mahahalagang impormasyon. Ang paunawang ito ay nagtataglay ng mga mahahalagang impormasyon tungkol sa iyong aplikasyon o coverage sa pamamagitan ng Dental Health Services. Malamang na mayroong mga mahalagang petsa sa paunawang ito. Baka kailanganin ninyong magsagawa ng hakbang bago ang pagsapit ng mga partikular na deadline para mapanatili ang coverage ng inyong kalusugan o makatulong sa mga gastusin. Mayroon kayong karapatang makatanggap ng mga impormasyong ito at matulungan sa lengguahe nang walang bayad. Tumawag sa 1-866-756-4259

**Korean:**

본 안내문에는 중요 정보가 있습니다. 본 안내문에는 Dental Health Services를 통한 귀하의 보험 또는 신청서에 관한 중요 정보가 포함되어 있습니다. 본 안내문에 중요 날짜가 적혀 있을

수 있습니다. 본인의 건강 보험 또는 비용  
보조를 유지하려면 특정 마감일까지 조치를  
취하셔야 할 수도 있습니다. 관련 정보를  
본인의 사용 언어로 무료로 받아볼 권리가  
있습니다. 1-866-756-4259번으로 전화하십시오

**Armenian:**

Այս ծանուցումը կարևոր տեղեկատվություն է  
պարունակում: Այս ծանուցումը կարևոր  
տեղեկատվություն է պարունակում ձեր դիմումի  
կամ Dental Health Services-ի միջոցով  
տրամադրվող ապահովագրության մասին: Այս  
ծանուցումը կարող է պարունակել կարևոր  
ամսաթվեր: Ձեզնից կարող է պահանջվել  
որոշակի վերջնաժամկետներում կոնկրետ  
գործողություն կատարել՝ ձեր  
առողջապահական ապահովագրությունը  
պահպանելու կամ ծախսերին աջակցելու  
համար: Դուք իրավունք ունեք անվճար ստանալ  
այս տեղեկատվությունը և օգնությունը ձեր  
լեզվով: Չանգահարեք 1-866-756-4259

**Persian:**

این اعلامیه حاوی اطلاعات مهمی است. این اعلامیه حاوی  
اطلاعات مهمی درباره درخواست شما و طرح پوشش بیمه  
Dental Health Services است. ممکن است تاریخ های مهمی  
در این اعلامیه عنوان شده باشد. ممکن است لازم باشد تا تاریخ  
خاصی اقداماتی را انجام دهید تا پوشش بیمه تان حفظ شود یا  
کمک مالی دریافت کنید. شما از این حق برخوردار هستید تا این  
اطلاعات و راهنمایی ها را به زبان خودتان و به صورت رایگان  
دریافت کنید. با شماره 1-866-756-4259 تماس بگیرید

**Russian:**

Данное извещение содержит важную  
информацию. Данное извещение содержит  
важную информацию о Вашем заявлении или

страховом покpытии услуг стоматологии. Извещениe может содержать ключевые даты. Возможно Вам необходимо будет предпринять соответствующие действия в определенных временных рамках. Вы имеете право на получение данной информации и помощи на своем родном языке. Позвоните по телефону 1-866-756-4259

**Japanese:**

本通知には、重要な情報が含まれていませう。本通知には、Dental Health Servicesによる、お客様の申請または保障に関する重要な情報が含まれています。本通知には、重要な日付が含まれる場合があります。お客様の医療保障を維持するため、または、費用を節約するため、特定の期限までに行わなければならない項目がある場合があります。お客様には、無料で、この情報を取得し、お客様の言語でサポートを受ける権利があります。1-866-756-4259にお電話をおかけください

**Arabic:**

على الإخطار هذا ي شء تمثل مهمة معلومات ي ضم الإخطار هذا ال تي وت غط ي تك ب ط ل بك ت تعلق مهمة معلومات ع بر ت ل قاه  
هذا في مهمة ت واريخ ت ردف قد Dental Health Services. دلول ق بل إجراءات ات خاذ إلى ت د تاج وقد. الإ شءعار ي تغط ي تك ت د ت فظ ح تي مع بنة نهائ ية مواع يد لك ي حق. ال تكال يف في الامساعدة أو ال صديفة ل غة ب أي الامساعدة وكذلك الامعلومات هذه على ال حصول 1-866-756-4259 ب الرقم ات صل. ت كل فة دون

**Punjabi:**

ਇਸ ਸੰਦੇਸ਼ ਵਿਚ ਖਾਸ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਗਈ ਹੈ। ਇਸ ਨੋਟਿਸ ਵਿਚ ਤੁਹਾਡੀ ਅਰਜ਼ੀ ਜਾਂ Dental Health Services ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਗਈ ਹੈ। ਇਸ ਸੂਚਨਾ ਵਿਚ ਵਿਸ਼ੇਸ਼ ਮਿਤੀਆਂ ਦਿੱਤੀਆਂ ਹੋ

ਸਕਦੀਆਂ ਹਨ। ਤੁਹਾਨੂੰ ਆਪਣੀ ਸਿਹਤ ਕਵਰੇਜ ਅਤੇ ਕੀਮਤਾਂ ਵਿਚ ਮਦਦ ਲਈ ਕੁੱਝ ਸਮਾਂ ਸੀਮਾਵਾਂ ਅੰਦਰ ਕਾਰਵਾਈ ਕਰਨ ਦੀ ਲੋੜ ਪੈ ਸਕਦੀ ਹੈ। ਤੁਹਾਨੂੰ ਇਸ ਸੂਚਨਾ ਨੂੰ ਪ੍ਰਾਪਤ ਕਰਨ ਅਤੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮੁਫਤ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਹੱਕ ਹਾਸਿਲ ਹੈ। 1-866-756-4259 'ਤੇ ਕਾਲ ਕਰੋ।

**Mon-Khmer, Cambodian:**

ការជូនដំណឹងនេះមានព័ត៌មានសំខាន់ៗ។ ការជូនដំណឹងនេះមានព័ត៌មានសំខាន់ៗអំពីពាក្យសុំរបស់លោកអ្នក ឬការធានារ៉ាប់រងតាមរយៈ Dental Health Services

។ អាចមានកាលបរិច្ឆេទសំខាន់ៗនៅក្នុងការជូនដំណឹងនេះ។ លោកអ្នកអាចចាំបាច់ត្រូវចាត់វិធានការត្រឹមកាលបរិច្ឆេទជាក់លាក់ដើម្បីទុកការធានារ៉ាប់ រងសុខភាពរបស់លោកអ្នក ឬជួយខាងថ្លៃចំណាយ។ លោកអ្នកមានសិទ្ធិដើម្បីទទួល បានព័ត៌មាននេះ ហើយ ជួយ ជា

ភាសាលោកអ្នកដោយឥតគិតថ្លៃ។ សូមទូរស័ព្ទទៅ 1-866-756-4259

**Hmong:**

Tsab ntawv ceeb toom no muaj lus qhia tseem ceeb. Tsab ntawv ceeb toom no muaj lus qhia tseem ceeb txog koj cov ntaub ntawv thov kev pab los yog kev pab them nqi kho mob uas koj tau txais los ntawm Dental Health Services. Tej zaum nws kuj yuav muaj qee hnuv uas tseem ceeb nyob rau tsab ntawv ceeb toom nod. Koj yuav tsum tau ua raws nraim li cov sij hawm uas teem tseg txhawm rau ceev kom tau koj cov kev pab them nqi kho mob los yog cov kev pab uas muaj pab rau koj. Koj muaj cai tau txais cov lus qhia no thiab kev pab txhais hais ua koj hom lus pab dawb rau koj. Hu rau tus xov tooj 1-866-756-4259

**Hindi:**

इस नोटिस में महत्वपूर्ण जानकारी दी गई है। इस नोटिस में Dental Health Services के जरिए आपके आवेदन या कवरेज के बारे में महत्वपूर्ण जानकारी है। इस नोटिस में महत्वपूर्ण तथियाँ हो सकती हैं। आपको कुछ समयसीमाओं के भीतर कार्रवाई करनी पड़ेगी ताकि आपकी हेल्थ कवरेज या सशुल्क सहायता जारी रह सके। आपको यह अधिकार है कि यह जानकारी और सहायता अपनी भाषा में बिना किसी शुल्क के प्राप्त करें। इस नंबर पर कॉल करें: 1-866-756-4259

**Thai:**

ประกาศนี้มีข้อมูลสำคัญ  
ประกาศนี้มีข้อมูลสำคัญเกี่ยวกับการใช้งานหรือความ  
คุ้มครองของ Dental Health Services  
อาจมีวันที่สำคัญในประกาศนี้  
คุณอาจต้องดำเนินการภายในกำหนดเวลาเพื่อรักษา  
สภาพความคุ้มครองด้านสุขภาพของคุณหรือรับความ  
ช่วยเหลือด้านค่าใช้จ่าย  
คุณมีสิทธิ์ได้รับข้อมูลนี้และความช่วยเหลือด้านภาษา  
โดยไม่มีค่าใช้จ่าย โทร 1-866-756-4259



## **Language and Communication Assistance**

Good communication with Dental Health Services and with your dentist is important. Dental Health Services' Language Assistance Program provides free translation and interpreter services even if you have a family member or friend that can assist you. Should you decide to decline translation or interpreter services, Dental Health Services will respectively and proactively note your request to decline LAP services to your account for reference.

Dental Health Services' network of Quality Assured dentists also comply with the LAP program. Please review the Directory of Participating Dentist for access to a dentist of your preferred language.

If English is not your first language, Dental Health Services provides interpretation services and translation of certain written materials including enrollment materials and plan information.

To ask for language services, or if you have a preferred language, please notify us of your personal language needs by calling 855-495-0905.

If you are deaf, hard of hearing, or have a speech impairment, you may also receive language assistance by calling Dental Health Services at 888-645-1257 (TDD/TTY).

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## Your Personal Dental Plan

Welcome to Dental Health Services!

We want to keep you smiling by helping you protect your teeth, saving you time and money. We are proud to offer you and your family excellent dental coverage that offers the following advantages:

- Encourages treatment by eliminating the burdens of deductibles and plan maximums.
- Makes it easy to receive your dental care without claim forms for most procedures.
- Recognizes receiving regular diagnostic and preventive care with low, or no copayments is the key to better health and long-term savings.
- Facilitates care by making all covered services available as soon as membership becomes effective.
- Simplifies access by eliminating pre-authorization for treatment from the general dentist you've selected from our network.
- Assures availability of care with high quality easy-to-find dental offices throughout California.
- Allows you to take an active role in your dental health and treatment by fully disclosing coverage and exact copayments prior to treatment.

In addition to your ongoing dental hygiene and care, the following are available for plan members:

- ToothTips<sup>sm</sup> oral health information sheets
- Member Services Specialists to assist you by telephone, fax, or email
- Web access to valuable plan and oral health information at [www.dentalhealthservices.com/CA](http://www.dentalhealthservices.com/CA)

## About Dental Health Services

Dental Health Services is an employee-owned company founded by a pioneering dentist whose vision was to provide patient-focused, innovative, quality dental coverage that emphasizes overall oral health and wellness. These core values continue to guide and set Dental Health Services apart in the dental health industry.

Dental Health Services has been offering dental benefits along the west coast to groups and individuals for over forty (40) years. We are dedicated to assuring your satisfaction and to keeping your plan as simple and clear as possible.

As employee-owners, we have a vested interest in the well-being of our plan members. Part of our service focus includes, toll-free access to your knowledgeable Member Services Specialists, an automated member assistance and eligibility system, and access to our website at [www.dentalhealthservices.com/CA](http://www.dentalhealthservices.com/CA) to help answer questions about your plan and its benefits.

## Family Dental Benefit Matrix

This matrix is intended to help you compare pediatric essential health benefits coverage and is a summary only.

Up to Age 19	
Emergency Dental Care	Please refer to the Emergency Care section of this Evidence of Coverage
Office Copay	\$0
Waiting Period	None
Deductible	None
Annual Benefit Limit	None
Out of Pocket Maximum	Individual - \$350 Family - \$700



<b>Diagnostic &amp; Preventive Services</b>	
Oral Exam	No Charge
Preventive-Cleaning	No Charge
Preventive X-Rays	No Charge
Sealants per Tooth	No Charge
Topical Fluoride Application	No Charge
Space Maintainers-Fixed	No Charge
<b>Basic Services</b>	
Restorative Procedures	\$25-\$70
Periodontal Maintenance Procedures	\$30-\$220
<b>Major Services</b>	
Periodontics (other than maintenance)	\$50-\$265
Endodontics	\$20-\$365
Crowns and Casts	\$65-\$310
Prosthodontics	\$20-\$350
Oral Surgery	\$40-\$350
<b>Orthodontia</b>	
Medically Necessary Orthodontia	\$350
Outpatient Services	No Additional Charge
Hospitalization Services	Not Covered
Ambulance Services	Not Covered
Prescription Drug Coverage	Not Covered
Durable Medical Equipment	Not Covered
Mental Health Services	Not Covered
Professional Services	Copayments vary by procedure and can be found on your Schedule of Covered Services and Copayments.

## Your Member Services Specialist

Please feel free to call, fax, send an email to [membercare@dentalhealthservices.com](mailto:membercare@dentalhealthservices.com), or write us

anytime with questions or comments. We are ready to help you! Each of our Member Services Specialists is dental terminology trained or has experience working in a dental office and has been specially trained to answer your plan and dental questions. Your Member Services Specialists can be reached through any of the following ways:

Phone: 855-495-0905, 888-645-1257 (TDD/TTY)

Fax: 562-424-6088

Email: [Membercare@dentalhealthservices.com](mailto:Membercare@dentalhealthservices.com)

Web: [www.dentalhealthservices.com/CA](http://www.dentalhealthservices.com/CA)

Mail: Dental Health Services

3833 Atlantic Avenue

Long Beach, CA 90807

## **Eligibility**

Members up to age 19 are eligible to enroll in dental coverage through Dental Health Services' Children's Dental HMO dental plan. As the subscriber, you can enroll alone, with your spouse, domestic partner and/or with children who are up to age 19. Members nineteen (19) years of age and older are eligible for Dental Health Services' Family Dental HMO plan, regardless of whether they have a child of pediatric age.

Subscribers must live or work within Dental Health Services' service area in order to enroll in this Children's Dental HMO plan. Dependents may live outside Dental Health Services' service area, but will only receive coverage at a Dental Health Services' participating dentists or specialists, except in the event of an emergency.

Members up to age 19 are eligible for pediatric coverage under this plan until their nineteenth (19th) birthday month. Members will lose coverage through Dental Health Services at the end of the month of

their 19th (nineteenth) birthday month. For example, if a member's nineteenth (19th) birthday is July 15, on July 31<sup>st</sup>, the member's coverage will be terminated.

## Enrollment

This is a qualified dental plan. Qualified dental plans expire each calendar year. Enrollment rates are valid for the calendar year or until terminated according to the procedures contained in this booklet.

Administration of these plan designs must comply with requirements of the pediatric dental EHB benchmark plan, including coverage of services in circumstances of medical necessity as defined in the Early Periodic Screening, Diagnosis, and Treatment (EPSDT) benefit.

The requirement set forth in 10 CCR 6522 (a)(4)(A) and (a)(5)(A) shall apply to the Group Dental Plan design.

Families with multiple children of pediatric age must enroll all of their children in the pediatric dental benefit plan for any one child in the family to be eligible for benefits under the plan.

Dependents must be added at the time of initial enrollment or during open enrollment.

If you experience a qualifying event, you may be eligible for a sixty (60) day special enrollment period. You must report this event within sixty (60) days of the event to Covered California through their web portal at [www.coveredca.com](http://www.coveredca.com) for consideration of a sixty (60) day special enrollment period. In the case of birth, adoption or placement for adoption, you have sixty (60) days to report the event to Covered California through their web portal. California may grant you a special enrollment period due to one of the follow circumstances:

1. A qualified individual or dependent loses minimum essential dental health benefits. (This excludes loss of coverage due to non-payment.)
2. A qualified individual gains a dependent or becomes a dependent through marriage/domestic partnership, birth, adoption, or placement for adoption.
3. An individual who previously was not a citizen of the United States is granted citizenship.
4. Enrollment or non-enrollment in Covered California is erroneous and/or unintentional as a result of an error made by either HHS or Covered California.
5. An individual is able to adequately demonstrate to Covered California that the individual's current qualified dental plan substantially violated material provisions of the existing agreement between the individual and the qualified dental plan.
6. An individual becomes eligible or ineligible for advance payment of the premium tax credit or change in eligibility for cost sharing reductions.
7. A permanent move to a new area has given the individual access to a new qualified dental plan;
8. An individual is a member of a federally recognized American Indian or Alaska Native Tribe. Individuals may enroll in or change qualified dental plans one time each month.

9. An individual whose existing coverage through an eligible employer-sponsored plan will no longer be affordable or provide minimum value; and
10. An individual demonstrates to Covered California that in accordance with guidelines provided by HHS the individual meets other exceptional circumstances as Covered California may provide.

For complete detailed enrollment provisions set forth by Covered California in accordance with the guidelines provided by HHS, please go to the Covered California web portal at [www.coveredca.com](http://www.coveredca.com).

## Coverage Effective Dates

Coverage effective dates are determined during your application and enrollment with Covered California and can be affected by any medical policy you purchased. Your Dental Health Services coverage will begin once the enrollment process is complete, premium payment is received and the effective date is communicated to Dental Health Services by Covered California.

Your Dental Health Services Member Services Specialists are ready to assist you in communicating with Covered California. Please contact us at 855-495-0905 or connect with us at [www.dentalhealthservices.com/CA](http://www.dentalhealthservices.com/CA).

### **Loss of Medi-Cal or Job-Based Coverage:**

If you experience loss of Medi-Cal or job-based coverage, and use a special enrollment period, coverage would begin on the first day of the next

month following your plan selection, regardless of the date during the month you select coverage.

### **New Dependent Additions**

New dependent enrollments are subject to the rules established by Covered California. Enrollment requests for newly acquired dependents must be submitted to Covered California in a timely manner, according to their policies and procedures. Covered California will determine the effective date of the dependent's plan according to the effective date the enrollment request was submitted.

### **Newborn and Adoptive Children**

A newborn, or a child placed for adoption is eligible from the moment of birth or placement. You must apply through Covered California to enroll your new dependent. If enrollment is not completed according to the rules established by Covered California, the new dependent will be effective according to the open enrollment rules established by Covered California.

### **Dependent additions due to Marriage**

The effective date for dependents acquired through marriage will be the first day of the month following your plan selection submitted to Covered California regardless of when during the month you make your plan selection. If enrollment is not completed according to the rules established by Covered California, the new dependent will be effective according to the open enrollment rules established by Covered California.

### **On a Case By Case Basis**

Covered California may start coverage earlier on a case by case basis.



## **Your Participating Dentist**

Service begins with the selection of local, independently owned, Quality Assured<sup>sm</sup> dental offices. Professional skill, commitment to prevention and wellness, convenience of location and flexibility in appointment scheduling are some of the most important criteria involved in approving a participating dentist.

The ongoing member care at each dental office is monitored regularly through our rigorous Quality Assurance<sup>sm</sup> standards.

## **Your First Dental Appointment**

Your initial appointment is an opportunity for you to meet your participating dentist. Your dentist will complete an oral examination and formulate a treatment plan for you based on their clinical assessment of your oral health.

Your initial exam may require a copayment and you may need additional diagnostic services such as periodontal charting or x-rays. You may also be charged copayments for additional services as necessary.

After your initial visit, you may schedule an appointment for future care, such as cleanings, to complete your treatment plan. Cross-reference your treatment plan with your Schedule of Covered Services and Copayments to determine the copayments for your scheduled procedures. Copayments are due in full at the time services are performed.

## Quality Assurance

We're confident about the care you'll receive because our participating dentists meet and exceed the highest standards of care demanded by our Quality Assurance<sup>sm</sup> program. Before we contract with any dentists, we visit their offices to make sure your needs will be met. Dental Health Services' Professional Services Specialists regularly meet and work with our participating dentists to maintain excellence in dental care.

## Timely Access to Care

Upon enrolling in Dental Health Services' Children's Dental HMO Group Dental Plan, a participating dentist should be selected from the Children's Dental HMO Group Dental Plan network of Quality Assured Participating Dentists. To search for participating dentists online, visit Dental Health Services' website at [www.dentalhealthservices.com/CA](http://www.dentalhealthservices.com/CA) or through [www.coveredca.com](http://www.coveredca.com).

If you prefer a printed directory, please call 855-495-0905 and a directory will be mailed to you.

You may make an appointment with your dentist as soon as your eligibility has been confirmed. Simply call the telephone number as it appears in the online directory, or in the printed Directory of Quality Assured Participating Dentists, and request an appointment. Routine, non-emergency appointments will be scheduled within a reasonable time period; no more than three weeks.

Each dental office is independently-owned and establishes its own policies, procedures, and hours. If you need to cancel your appointment, please call your dental office at least twenty-four (24) hours prior to

your scheduled appointment time. A penalty may be assessed if your dental appointment is canceled with less than twenty-four (24) hours' notice. For your participating dentist's appointment cancellation policy and procedures, please contact the dentist office directly.

– **Dentist Access Standards – Primary Care**

Dental Health Services strives to ensure you have access to a Quality Assured primary care dentist close to your home or business. We have established availability standards based on whether plan members reside or work in urban, suburban, rural or mountain areas.

If you are not able to locate a dentist, please contact Member Services at 855-495-0905. We're happy to assist you in finding a Quality Assured dentist close to you that falls within Dental Health Services' access standards. If no dentist is available who meets company access standards, out-of-area access may be authorized. In the event of an emergency, please see the Emergency Care section for guidelines.

– **Dentist Access Standards – Specialists**

As a Dental Health Services member, you have access to over 2,000 Quality Assured specialists, including orthodontists, oral surgeons, endodontists, pediatric dentists, and periodontists. You may receive care from any participating specialist with a referral from your primary care dentist. For more information about Dental Health Services' referral process, please refer to the Pre-Authorization Submission section of this booklet.

If access to a specialist is not within reasonable proximity of your business or residence, Dental Health Services will work with your Primary Care Dentist to authorize out-of-area access. In addition, the company will seek recruitment of specialists who meet our Quality Assurance Standards and are close to you. In the event of an emergency, please see the Emergency Care section for guidelines.

### – **Emergency Care**

If you have a medical emergency, receive care immediately by calling 911 or by going to the nearest hospital emergency room.

You are covered for dental emergencies at all times, both inside and outside of Dental Health Services' service areas.

Pre-authorization is not required to receive emergency treatment.

Palliative care is treatment to relieve pain or alleviate a symptom without dealing with the underlying cause. Palliative care for emergency dental conditions in which acute pain, bleeding, or dental infection exist, is a benefit according to your Schedule of Covered Services and Copayments.

If you have a dental emergency and need immediate care, please follow the steps below:

1. Call your selected participating dentist.

Dental offices maintain twenty-four (24) hour emergency communication accessibility and are expected to see you within twenty-four (24) hours of initial contact, or within a lesser period of time as may be medically necessary.

2. If your participating dentist is not available, call your Member Services Specialist at 855-494-0905, 888-645-1257 (TDD/TTY).

Your Member Services Specialist will assist you in scheduling an emergency dental appointment with another Quality Assured<sup>sm</sup> dentist in your area.

3. If you are out of Dental Health Services' service area or both Dental Health Services and a participating dentist cannot be reached, seek emergency palliative treatment from any licensed dentist practicing in the scope of their license.

Dental Health Services requires that after receiving treatment of an emergency dental condition, the covered patient be transferred to a participating dentist's office for post-emergency dental condition treatment. Follow-up care that is a direct result of the emergency must be obtained within Dental Health Services' usual terms and conditions of coverage.

4. You will only be responsible for applicable copayments for emergency treatment when services are provided by a participating dentist.
5. When services are provided by an out-of-network dentist, you will be responsible for the entire bill. Dental Health Services will then reimburse you up to \$100 per occurrence for the cost of emergency care beyond your applicable copayment(s). To be reimbursed for any amount over the applicable emergency copayments, you must submit the itemized dental bill from the dental

office that provided the emergency services with a brief explanation, and your member number to Dental Health Services within one hundred eighty (180) days of the date the dental treatment was rendered. Dental Health Services will reimburse you up to \$100 per occurrence for the cost of emergency care beyond your applicable copayment(s) for dental work done to eliminate pain, swelling, or bleeding. Within one hundred eighty (180) days of the occurrence, send the itemized bill to:

Dental Health Services  
Attn: Claims Department  
3833 Atlantic Avenue  
Long Beach, CA 90807

If you do not submit this information within one hundred eighty (180) days, Dental Health Services reserves the right to refuse payment.

If services for the treatment of an emergency dental condition are authorized by any employee of Dental Health Services, we may not deny the responsibility of member reimbursement beyond all applicable copayments, unless approval was based on misrepresentation about the covered member's condition made by the dentist performing the emergency treatment.

– **Urgent Care**

Urgent care includes conditions that do not necessarily require immediate attention, but should be taken care of as soon as possible, such as lost or cracked fillings, or a broken tooth or crown.

Urgent care situations should be taken care of within seventy-two (72) hours. If an urgent dental situation occurs, please contact your



participating dentist or Member Services at 855-495-0905 for an urgent referral. Pre-authorization is not required for urgent services.

## **Working With Your Dentist**

PLEASE READ THE FOLLOWING INFORMATION SO YOU KNOW FROM WHOM OR WHAT GROUP OF DENTISTS YOUR DENTAL CARE MAY BE OBTAINED.

Covered services are only provided by participating dentists who are contracted with Dental Health Services.

Dental Health Services values its members and participating dentists. Providing an environment that encourages healthy relationships between members and their dentists helps to ensure the stability and quality of your dental plan.

Participating dentists are responsible for providing dental advice or treatment independently, and without interference, from Dental Health Services or any affiliated agents. If a satisfactory relationship cannot be established between members and their participating dentist, Dental Health Services, the member, or the Participating Dentist reserves the right to request the member's affiliation with the dental office be terminated.

Any request to terminate a specific member/dentist relationship should be submitted to Dental Health Services and shall be effective the first day of the month following receipt of the request. Dental Health Services will always put forth its best effort to swiftly place the member with another participating dentist.

## **Changing Dental Offices**

If you wish to change dentists, you must notify Dental Health Services. This may be done by phone, in writing, by email, by fax, or online. Requests can be made by calling your Member Services Specialist at 855-495-0905, 888-645-1257 (TDD/TTY) or by sending a fax to 562-424-6088. Online requests can be done through our website at [www.dentalhealthservices.com/CA](http://www.dentalhealthservices.com/CA).

Requests made by the tenth (10<sup>th</sup>) of the current month become effective the first day of the following month. Changes made after the tenth (10<sup>th</sup>) of the month become effective the first day of the second month following receipt.

## **Obtaining a Second Opinion**

If you believe you need a second opinion for any reason, Dental Health Services can arrange for you to be seen by another participating dentist.

Arrangements will be made within five (5) days for routine second opinions, within seventy-two (72) hours for serious conditions, and immediately for emergencies.

You should bring your x-rays to this consultation. If no x-rays are necessary, you will pay only your office visit and second opinion copayments.

After you receive your second opinion, you may return to your initial participating dental office for treatment. If, however, you wish to select a new dentist you must contact Dental Health Services directly, either by phone in writing, by fax, or online before proceeding with your treatment plan.

## **Treatment Authorization**

Dental Health Services works closely with our providers to deliver quality dental care and to protect our members. Authorization and utilization management specialists verify eligibility, authorize services, and facilitate the delivery of dental care to members. Services are authorized based on the benefits, limitations, and exclusions listed in each plan's Evidence of Coverage booklet.

Specialty services, if covered by your plan, require pre-authorization by Dental Health Services. The pre-authorization should be requested by your participating dentist. Your treatment is approved and rendered according to your plan benefits. If treatment authorization is denied, you have the right to appeal the denied determination.

## **Authorization, Modification, or Denial of Services**

Dental Health Services does not make authorization decisions based on medical necessity. Decisions to approve, delay, modify, or deny care, are based on the following criteria:

- Member eligibility for services.
- Benefits are a covered service of the member's plan.
- Dentists selected to provide services are in-network or are approved out-of-network providers.
- Status of any applicable maximums.
- Requested submission of necessary clinical documentation.
- Submission of proper procedure coding.
- Accurate submission of referral as explained in the Provider Manual.

If Dental Health Services is unable to complete a review within the required time frame, it will immediately, upon the expiration of the required time frame or as soon as the plan becomes aware that it will not meet the time frame, whichever occurs first, notify the provider and member in writing:

- That it is unable to make the decision within the required time frame because the plan does not have all reasonably necessary information requested or requires an expert consultation or additional examination;
- What specific information has been requested but not received, or any additional examination or test required, or specifying the expert reviewer to be consulted; and
- Of the anticipated date when a decision will be made (notice to member only).

Concurrent care will not be discontinued until the provider has been notified of the decision and a plan of care has been agreed upon for the member.

Pre-authorization is not required for emergency or urgent services. Please see the Timely Access to Care sections, Emergency Care and Urgent Care sections in this document for specifics.

## **Your Financial Responsibility**

You are responsible to your participating dentist for copayments and incidental broken appointment penalties or interest charges. Please be aware that you are also liable for any other amounts owed for non-covered services provided by a participating dentist or out-of-network dentist that Dental Health Services did not pre-approve for payment. All dental treatment

copayments are to be paid at the time of service directly to your participating dentist office. You are not liable for any sums owed by Dental Health Services to a participating dentist.

As stated under the Emergency Care section of this booklet, for services rendered by an out-of-network dentist, Dental Health Services will reimburse up to \$100 per occurrence for the cost of emergency care beyond your copayment. You are responsible for any other costs.

Please refer to your Schedule of Covered Services and Copayments for the benefits specific to your plan.

## **Exclusions and Limitations**

Please reference the Exclusions and Limitations of Coverage described in your Schedule of Covered Services and Copayments included with this booklet. Procedures described in the Exclusions and Limitations of Coverage section are considered non-covered services even if they are medically necessary or are recommended by a dentist.

Pediatric dental services apply to members up to age 19.

**This Evidence of Coverage describes your dental plan benefits. It is the responsibility of the members to review this booklet carefully and to be aware of its exclusions and limitations of benefits.**

## **Out-of-Pocket Maximum (OOPM)**

Out-of-pocket maximum (OOPM) is the total amount of copayments you'll need to pay on your

own before your plan benefits are paid in full for the plan year. Once you've met the out-of-pocket maximum for a plan year, you will not be required to pay further Essential Health Benefit copayments for covered dental services under your Dental Health Services plan for the remainder of the plan year.

***Please see the definitions section of this booklet for a full description of Out-of-Pocket Maximum.***

OOPM applies only to the Essential Health Benefits.

Essential Health Benefit copayments for covered services received from your participating dentist accumulate through the plan year toward your out-of-pocket maximum. Please consult your Schedule of Covered Services and Copayments for complete information on covered services. OOPM never includes premium, prescriptions, or dental care your dental plan doesn't cover. After the member meets their OOPM, they will have no further copayments for Essential Health Benefits services for the remainder of the plan year.

For families with more than one member, copayments made by each individual for Essential Health Benefits services contribute to the family Out-of-Pocket Maximum. Once the copayments paid by all members for Essential Health Benefits services meets the family Out-of-Pocket Maximum, no further copayments for Essential Health Benefits services will be required by any of the members for the remainder of the plan year.

Dental Health Services monitors your out-of-pocket payments over the course of your plan year. When your payments reach the out-of-pocket maximum for your plan, we will send a letter to both you and your selected Quality Assured<sup>sm</sup> dentist to ensure that you are not responsible for Essential Health Benefit copayments for future services.

You are encouraged to track your out-of-pocket expenses by retaining receipts for all of the covered services you received under your Dental Health Services plan through the plan year. Never hesitate to ask your Quality Assured<sup>sm</sup> dentist for an itemized receipt for services provided during your visit.

## **Your Financial Responsibility for Non-Covered Services**

You will be liable for the cost of non-covered services performed by a participating dentist and for any services performed by an out-of-network dentist that Dental Health Services does not pre-approve for payment. You are not liable for any sums owed by Dental Health Services to a participating dentist.

**IMPORTANT:** If you opt to receive dental services that are not covered services under this plan, a participating dental provider may charge you his or her usual and customary rate for those services. Prior to providing a patient with dental services that are not a covered benefit, the dentist should provide to the patient a treatment plan that includes each anticipated service to be provided and the estimated cost of each service. If you would like more information about dental coverage options, you may call your Member Services Specialist at 855-495-0905. To fully understand your coverage, you may wish to carefully review this Evidence of Coverage booklet.

## **Optional Treatment**

If you choose a more expensive elective treatment in lieu of a covered benefit, the elective treatment is considered optional. You are responsible for the cost difference between the covered and optional

treatment on a fee-for-service basis. If you have any questions about optional treatment or services you are asked to pay additional for, please contact your Member Services Specialist before you begin services or sign any agreements.

## **Covered California - Coordination of Benefits**

Covered California's standard benefit design requires that stand alone dental plans offering the pediatric dental benefit, such as this Dental Health Services plan, whether as a separate benefit or combined with a family dental benefit, cover benefits as a secondary payer.

When your primary dental benefit plan is coordinating its benefits with Dental Health Services, your primary dental benefit plan will pay the maximum amount required by its plan contract with you.

This means that when a primary dental benefits plan is coordinating benefits with your Dental Health Services plan, Dental Health Services will pay the lesser of either the amount that it would have paid in the absence of any other dental benefit coverage, or your total out-of-pocket cost payable under the primary dental benefit plan for benefits covered under your Dental Health Services plan.

Quality remains the utmost concern at Dental Health Services. If you are wishing to coordinate coverage with your primary dental benefits carrier, please call Member Services at 855-495-0905.

Your participating dentist submits Utilization and Encounter Forms for services provided, on a monthly basis. Submission of these reports allows Dental Health Services to both monitor your treatment, and ensure supplement payments, when appropriate, are made to your participating dentist. Claims for pre-



authorized specialty services are submitted by your Specialist to Dental Health Services for processing and payment.

## **Specialty Care Claims and Appeals**

All plans include specialty care coverage. Pediatric members will lose pediatric dental benefits at the end of their nineteenth (19<sup>th</sup>) birthday month.

All treatment received from participating specialists must be pre-authorized.

When pre-authorized by Dental Health Services, you will never be required to pay more than your copayment amount. Plan members are referred to a participating specialist if one is available in your area. In cases where there is no participating specialist in your area, Dental Health Services will arrange for care with an out-of-network specialist at no additional cost to you.

### **– Pre-Authorization for Specialty Care**

In order to see a Dental Health Services participating specialist, you must first be referred by your participating dentist. Dental Health Services will review the request for pre-authorization, and notify the specialist of the pre-authorized services.

### **– Pre-Authorization Submission**

Your participating dentist or specialist will submit a pre-authorization request for your services. You, your participating dentist and your assigned specialist will be notified whether your pre-authorization is approved or denied within five (5) business days of Dental Health Services receiving the request. This

five (5) day period may be extended one (1) time, for up to an additional fifteen (15) days, provided such extension is necessary due to circumstances beyond Dental Health Services' control. If an extension is necessary, Dental Health Services will notify you and the referring dentist/specialist of the circumstances requiring this extension within five (5) days of receiving the request.

If your request for pre-authorization is not submitted according to the procedures outlined in this booklet, you and the referring dentist/specialist will be notified of the procedural failure and the proper procedures to be followed in submitting your request within five (5) days following Dental Health Services' discovery of any procedural error. Notification may be oral, written, or electronic.

– **Claims**

Claim forms are your specialist's formal request for reimbursement which includes an accounting of dental procedures rendered to you.

Claim forms are submitted directly to Dental Health Services by the specialist.

– **Claims Payment**

All claims must be received within ninety (90) days from in network dentists and one hundred and eighty (180) days from out of network dentists of the date of service. If the claim form is not received within the dentist's network timeframe, Dental Health Services reserves the right to refuse payment.

All approved clean claims are paid within thirty (30) business days of Dental Health Services' receipt of the claim.

– **Claims/Denials or Adverse Determinations**

If all or part of your claim is denied, Dental Health Services will notify you in writing of this adverse determination. The adverse determination will include the actual reason(s) for the determination, the instructions for obtaining an appeal of the decision, a written statement on the clinical rationale for the decision, and instructions for obtaining the clinical review criteria used to make the determination.

– **Claims - Member Appeals**

If any part of your claim was denied, you have the right to submit an appeal for a full and fair review.

All claim appeals must be submitted within 180 days from the date the claim was in whole or part denied.

If you submit a completed claim appeal, a determination regarding your appeal will be decided within thirty (30) business days of the receipt of your appeal. If any additional information is needed by Dental Health Services in order to reach a determination regarding your appeal, you will be notified within fourteen (14) business days of the receipt of your appeal. You will be notified of the appeal determination within thirty (30) business days from the date your appeal was received by Dental Health Services.

If you wish to appeal the result of your urgent care claim, a decision regarding your appeal will be made within seventy-two (72) hours. Dental Health Services' Dental Director and Service Review Committee will review your claim and make a determination. A reviewer other than the dentist providing the initial determination will review your appeal. If the decision is based on medical judgement, the consulting dentist will be different from the initial dentist involved in the initial review process. Secondary appeals are referred to our Peer Review Committee, which is comprised of independent dentists. The result of your appeal will be communicated to you within seventy-two (72) hours by phone/oral notification as well as written or electronic communication.

## Continuity of Care

If you are in the middle of treatment and your current participating dentist is terminated or you are joining Dental Health Services as a new member, you may have the right to keep your current dentist for a designated period of time. Please contact your Member Services Specialist at 855-495-0905 or [www.dentalhealthservices.com/CA](http://www.dentalhealthservices.com/CA) for assistance and to request a copy of Dental Health Services' Continuity of Care Policy.

**New Members:** You may request continuation of covered services for certain qualifying conditions from your out-of-network dentist. Your request must be made within thirty (30) days of enrolling. If a good cause exists, an exception to the thirty (30) day time limit will be considered. Dental Health Services, at the request of a member, will provide the completion of covered services for treatment of certain qualifying conditions if the covered services were being provided by an out-of-network dentist to a newly

covered member at the time his or her coverage became effective. If you currently have coverage with Dental Health Services and are switching to a different Dental Health Services plan, please see the following section.

**Current Members:** You may request continuation of covered services for certain qualifying conditions from your participating dentist in the event that the provider's contract is terminated. Dental Health Services, at the request of a member, will provide the completion of covered services for treatment of qualifying conditions if the services are provided by a dental office that is no longer contracted with Dental Health Services. Your request must be made within thirty (30) days of enrolling. If a good cause exists, an exception to the thirty (30) day time limit will be considered.

**Qualifying Conditions:** The member has a right to complete covered services if their condition falls within one of the qualifying categories listed below:

- Completion of covered services shall be provided for the duration of an acute condition. An acute condition is a medical condition that involves a sudden onset of symptoms due to an illness, injury, or other medical problem that requires prompt medical attention and has a limited duration;
- Completion of covered services for a member who is a newborn child between birth and age thirty-six (36) months, not to exceed twelve (12) months from the contract termination date for current members or twelve (12) months from the effective date of coverage for a newly covered member;
- Performance of a surgical or other procedure that is authorized by the plan as part of a documented course of treatment and has been recommended and documented by the dentist to occur within one hundred eighty (180) days

of the provider's contract termination for current members or one hundred eighty (180) days from the effective date of coverage for newly covered members.

All services are subject to Dental Health Services' consent and approval, and agreement by the terminated dentist, consistent with good professional practice. You must make a specific request to continue under the care of your current dentist. Dental Health Services is not required to continue your care with the dentist if you are not eligible under our policy or if we cannot reach agreement with the dentist on the terms regarding your care in accordance with California law. If you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number, 888-HMO-2219, at a TDD number for the hearing impaired at 877-688-9891, or online at [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov).

## **Termination of Coverage**

Covered California determines eligibility and continued eligibility for coverage. Notices or questions regarding cancelling or termination of coverage should be directed to Covered California at 800-300-1506.

Upon cancelling any member's dental benefits plan, Dental Health Services shall notify the subscriber in writing of the reason(s) for cancelling the coverage, by mail, at least thirty (30) days prior to cancelling their coverage.

Coverage of an individual subscriber and their dependents may be terminated for any of the following reasons:

1. Failure of the subscriber to make premium payments in a timely manner. (See Termination Due to Nonpayment).
2. Material misrepresentation (fraud) in obtaining coverage.
3. Permitting the use of a Dental Health Services membership card by another person, or using another person's membership card or identification to obtain care other than that to which one is entitled.
4. The member relocates outside of the state of California, and is outside of Dental Health Services' service area.

In the event coverage is terminated, no premium for the current term shall be returned or refunded, and the member shall become liable for all charges resulting from treatment initiated after termination. Refer to your plan's exclusions and limitations for more related information.

Coverage for the member and his/her dependents will terminate at the end of the month during which the subscriber/member ceases to be eligible for coverage except for any reasons above, when termination may be mid-month. Notice will be given by Dental Health Services to the subscriber at least 15 days prior to cancelling the coverage or the group representative will provide adequate Notice of Termination to the subscriber. In the event coverage is terminated, the member shall become liable for charges resulting from treatment received after termination. If you lose eligibility, you may qualify for continuing coverage through COBRA (see Individual Continuation of Benefits) or special enrollment through Covered California (see Special Enrollments).

## **Termination of Coverage by Member**

The member may cancel their plan through the Covered California web portal under the following circumstances:

1. Member obtains other essential dental health benefits through another qualified dental plan during an open enrollment or special enrollment period.
2. Death of the member.

In the event of cancellation due to death, the cancellation date will be the date the event occurred.

## **Termination of Coverage Due to Non-Payment**

Benefits under this plan depend on premium payments being current. Dental Health Services will issue a Notice of Termination to a subscriber, employer, or contract holder for nonpayment. Dental Health Services will provide you a thirty (30) day grace period, which begins after the last day of paid coverage. Although you will continue to be covered during this thirty (30) day grace period, you will be financially responsible for the premium for the coverage provided during the thirty (30) day grace period.

During the thirty (30) day grace period, you can avoid cancellation or non-renewal by paying the premium you owe to Dental Health Services. If you do not pay the premium by the end of the thirty (30) day grace period, your coverage will be terminated at the end of the thirty (30) day grace period. You will still be legally responsible for any unpaid premiums you owe to Dental Health Services.



Any service(s) then “in progress” can be completed within the thirty (30) day grace period, with the member’s cooperation. The member is responsible for any scheduled copayments, if any. We encourage you to make individual arrangements with your dentist for continuation of diagnosed services if benefits are terminated.

## **Review of Termination**

If you believe your membership was terminated by Dental Health Services solely because of ill health or your need for care, you may request a review of the termination by writing to the Dental Health Services Dental Director:

Dental Health Services  
Attn: Dental Director  
3833 Atlantic Avenue  
Long Beach, CA 90807

You may also request a review from the Department of Managed Health Care.

## **Individual Continuation of Benefits**

Individual Continuation of Benefits

Continuation of Coverage COBRA Benefits  
Consolidated Omnibus Budget Reconciliation Act  
(COBRA)

### **Federal Cobra**

COBRA is a U.S. law that applies to employers who have 20 or more employees in their group health plan.

It is the sole responsibility of the group to determine compliance and eligibility under COBRA (Federal), as

well as to administer all notification requirements and premium collection functions associated with and required by the Act.

COBRA may allow subscribers and their enrolled dependents to keep coverage for up to 18 or 36 months, depending on qualifying events and other circumstances.

Each qualified person may independently enroll in COBRA. A parent or legal guardian may elect COBRA for a minor child.

COBRA participants will receive the same dental benefits as current employees enrolled in a Dental Health Services' plan.

### **Important deadlines for electing/ enrolling in COBRA coverage with Dental Health Services**

#### **Employer Deadlines:**

1. Notification of Qualifying Event - Employer must notify Dental Health Services within thirty (30) days of the following qualifying events:

- Employee's termination of benefits
- Employee's hours are reduced
- Employee becomes eligible for Medicare benefits
- Death of employee

#### **Employee Deadlines:**

COBRA enrollees must notify the group and Dental Health Services within sixty (60) days after any of the following qualifying events:

1. Employee divorces or legally separates
2. A child or other dependent no longer qualifies as a dependent under the plan rules

#### **Notifications:**

*Election Notice:* Generally, the group must send an election notice no later than 14 days after Dental Health Services has been notified that a qualifying event has occurred.

*Election Period:* The employee has 60 days to notify Dental Health Services in writing that the employee wants to elect/enroll in COBRA coverage. The 60 days starts on the later of the following two dates:

1. The date the employee receives the election notice
2. The date coverage ended

**Premium Payment:**

The first COBRA premiums must be received by Dental Health Services within 45 days after COBRA is elected. The first premium will cover the time period between the employee's loss of coverage due to a qualifying event up to the day of COBRA enrollment. COBRA premiums will continue monthly as long as COBRA coverage is continued.

**The employee will lose COBRA coverage if:**

- Premium payments are not made on time
- Employee moves outside of Dental Health Services' service area
- Group terminates group dental plan with Dental Health Services
- Former employee becomes Medicaid eligible
- Employee enrolls in another dental plan
- Employee commits fraud, which means the former employee intentionally deceived Dental Health Services or misrepresented themselves or allowed someone else to do so in order to get dental services.

For more information on COBRA, call the Federal Employee Benefits Security Administration (EBSA) toll free at 866-444-3272.

### **Cal-COBRA**

#### THE CALIFORNIA CONTINUATION BENEFITS REPLACEMENT ACT

U.S. and California laws protect your right and your dependents' right to continue your health coverage under certain circumstances or qualifying events. This is called continuation health coverage or continuation of benefits.

The California Continuation Benefits Replacement Act (Cal-Cobra) became effective on January 1, 1998. Cal-COBRA is a California law that is similar to Federal COBRA. Unlike Federal COBRA, Cal-COBRA requires that Dental Health Services provide continuation of coverage for employer groups which employ 2 to 19 employees on at least 50% of its working days during the preceding calendar year.

Like Federal COBRA, employees become eligible for Cal-COBRA once they experience a loss of coverage due to a qualifying event.

#### **Qualifying events for Cal-COBRA include:**

- a. Death of an employee
- b. Termination of Employment (other than gross misconduct)
- c. Reduction in hours
- d. Divorce or legal separation of a covered spouse from a covered employee
- e. Dependent ceases to be eligible as a dependent
- f. Covered employees eligibility of coverage under Medicare

Upon a qualified beneficiary's exhaustion of federal COBRA, typically the qualified beneficiary would be eligible to continue their coverage through Cal-COBRA for an additional 18 months, not to exceed a total of 36 months. Because Dental Health Services is a specialized health care service plan, offering dental-only plans, qualified beneficiaries are not able to continue their coverage upon exhaustion of federal COBRA under Cal-COBRA through Dental Health Services. Dental only plans are excluded from offering the eighteen (18)-month extension after COBRA through Cal-COBRA.

Each qualified person may independently enroll in Cal-COBRA. A parent or legal guardian may elect Cal-COBRA for a minor child.

Cal-COBRA participants will receive the same dental benefits as current employees enrolled in a Dental Health Services' plan.

**Important deadlines for electing/enrolling in Cal-COBRA coverage with Dental Health Services**

**Employer Deadlines:**

1. Notification of Qualifying Event - The employer must notify Dental Health Services within thirty (30) days of the following qualifying events:

- a. Employee's termination of benefits
- b. Employee's hours are reduced

**Employee Deadlines:**

Cal-COBRA members must notify Dental Health Services within sixty (60) days after any of the following qualifying events:

- a. Death of employee
- b. Employee divorces or legally separates

- c. A child or other dependent no longer qualifies as a dependent under the plan rules
- d. Employee becomes eligible for Medicare benefits

**Notifications:**

*Election Notice:* Dental Health Services will send an election notice no later than 14 days after Dental Health Services has been notified that a qualifying event has occurred.

*Election Period:* The employee has sixty (60) days to notify Dental Health Services in writing that employee wants to elect/enroll in Cal-COBRA coverage. The sixty (60) days starts on the later of the following two dates:

- a. The date the employee receives the election notice
- b. The date coverage ended

**Premium Payment:**

The first Cal-COBRA premiums must be received by Dental Health Services within forty-five (45) days after Cal-COBRA is elected. The first premium will cover the time period between the employees loss of coverage due to a qualifying event up to the day of Cal-COBRA enrollment. Cal-COBRA premiums will continue monthly as long as Cal-COBRA coverage is continued.

**Employee will lose Cal-COBRA coverage if:**

- a. Premiums payments are not made on time
- b. Employee moves outside of Dental Health Services' service area
- c. Group terminates group dental plan with Dental Health Services
- d. Former employee becomes Medicaid eligible
- e. Employee enrolls in another dental plan

f. Employee commits fraud, which means the former employee intentionally deceived Dental Health Services or misrepresented themselves or allowed someone else to do so in order to get dental services

## **Re-enrollment**

Re-enrollment will be facilitated through Covered California according to the terms and conditions thereunder. All payments in arrears must be satisfied prior to re-enrollment. Please go to [www.coveredca.com](http://www.coveredca.com) for additional information regarding your re-enrollment rights.

## **Grievance Procedure**

A grievance is a written or oral expression of your dissatisfaction regarding Dental Health Services and/or a participating dentist, including your concerns about quality of care. Complaints, disputes, requests for reconsideration or appeal made by you or someone who is authorized to represent you on your behalf are all considered grievances.

You should, but it is not required, first discuss any grievance regarding treatment or treatment costs with your dentist. For assistance, you may contact your Member Service Specialist by calling 855-495-0905, mailing a letter to Member Services, Dental Health Services, 3833 Atlantic Avenue, Long Beach, CA 90807, or by emailing [grievance-web@dentalhealthservices.com](mailto:grievance-web@dentalhealthservices.com).

You have one hundred-eighty (180) calendar days following any incident or action that is the subject of your dissatisfaction to file your grievance. Grievances are addressed immediately and responded to in writing within five (5) days. Every effort will be made by Dental Health Services to resolve grievances

within thirty (30) business days of receiving the grievance or notification. Urgent grievances are addressed immediately and responded to in writing within three (3) calendar days. Should you be unhappy with the decision, you may request a review by notifying Dental Health Services in writing.

Voluntary mediation is available by submitting a request to Dental Health Services. In cases of extreme hardship, Dental Health Services may assume a portion or all of a member's or subscriber's share of the fees and expenses of the neutral arbitrator.

If you choose to dispute any eligible dental coverage or procedure that has been denied, modified, or delayed in whole or in part due to a finding that the service is not medically necessary, you may seek a second opinion with the Plan. In cases where a dispute was filed as a formal grievance with Dental Health Services and you disagree with the resolution, you may file a review with the state by contacting the Department of Managed Health Care.

The following is the exact language and notice as required by the DMHC (Department of Managed Health Care) and it is important to note that, although this refers to "Health Plans," it also includes your dental plan.

**The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at 855-495-0905 and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than thirty (30) days, you may call the**



department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (1-888-HMO-2219) and a TDD line (1-877-688-9891) for the hearing and speech impaired. The department's Internet Web site <http://www.hmohelp.ca.gov> has complaint forms, IMR application forms and instructions online.

## **Public Policy Committee**

As a member of Dental Health Services, your concerns about benefits and services that Dental Health Services offers are important to us. Dental Health Services' Public Policy Committee reviews member needs and concerns, and recommends improvements to the Plan. You are invited to participate in the Public Policy Committee. If you are interested in membership of the committee or would like to comment, send your request in writing to the Public Policy Committee Coordinator, Dental Health Services, 3833 Atlantic Avenue, Long Beach, CA 90807-3505.

## **Organ Donation**

Dental Health Services is committed to promoting the life-saving practice of organ donation. We encourage all of our members to give the gift of life by choosing to become organ donors. Valuable information on organ donation and related health issues can be found on the Internet at [www.organdonor.gov](http://www.organdonor.gov) or by visiting your local DMV office for a donor card.

## Privacy Notice

**Dental Health Services is required by law to maintain the privacy and security of your protected health information. This notice describes how your medical and dental information may be used and disclosed, and how you can get access to this information. Please review it carefully. This notice is updated effective April 1, 2014.**

Dental Health Services is devoted to protecting your privacy and the confidentiality of your dental, medical, and personal health information that we may obtain or to which we have access. We do not sell our client information. Your personal information will not be disclosed to non-affiliated third parties, unless permitted or required by law, or authorized in writing by you. Additionally, Dental Health Services will not use your member information for marketing purposes.

Throughout this Notice, unless otherwise stated, your medical and dental health information refers to only health information created or received by Dental Health Services and identified in this Notice as Protected Health Information (PHI). Please note that your dentist maintains your dental records, including payments and charges. Dental Health Services will have a record of this portion of your PHI only in special or exceptional circumstances.

Dental Health Services' privacy policies describe who has access to your PHI within the organization, how it will be used, when your PHI may be disclosed, safeguards to protect the privacy of your PHI, and the training we provide our employees regarding maintaining and protecting your privacy.

***Under what circumstances must Dental Health Services share my PHI?***

Dental Health Services is required to disclose your PHI to you and to the U.S. Department of Health and Human Services (HHS) when it is conducting an investigation of compliance with legal requirements. Dental Health Services is also required to disclose your PHI, subject to certain requirements and limitations, if the disclosure is compelled by any of the following:

- A court order or subpoena
- A board, commission or administrative agency pursuant to its lawful authority;
- An arbitrator or panel of arbitrators in a lawfully-requested arbitration;
- A search warrant
- A coroner in the course of an investigation; or by other law.

***When may Dental Health Services disclose my PHI without my authorization?***

Dental Health Services is permitted by law to use and disclose your PHI, without your authorization, for purposes of payment and health care administration.

- **Payment purposes** include activities to collect premiums and to determine and maintain coverage. These include using PHI in billing and collection premiums, and related data processing, including how your dentist obtains pre-authorization for certain dental services. For example, Dental Health Services periodically conducts quality assurance inspections of your dentist's office and during such visits may review your dental records as part of this audit.

- **Health Care Administration** means basic activities essential to Dental Health Services' function as a Limited Health Care Services Contractor and includes reviewing the qualifications and competence of your dentist; evaluating the quality of his/her services; providing subscriber services such as referrals for specialists, and information including answering member inquires but without disclosing PHI. Dental Health Services may, for example, review your dentist's records to determine if the copayments being charged by the office comply with the contract under which you receive dental coverage.
  
- In addition, Dental Health Services is permitted to use and disclose your PHI, without our authorization, in a variety of other situations, each subject to limitations imposed by law. These situations include, but are not limited to, the following uses and disclosures:
  - Preventing or reducing a serious threat to the public's health or safety;
  - Concerning victims of abuse, neglect or domestic violence;
  - Health oversight agency;
  - Judicial and administrative proceedings including the defense by Dental Health Services of a legal action or proceeding brought by you;
  - Law enforcement purposes, subject to subpoena or law;
  - Workers Compensation purposes;
  - Parents or guardians of a minor; and
  - Persons or entities who perform services on behalf of Dental Health Services and from whom Dental

Health Services has received contractual assurances to protect the privacy of your PHI.

***Is Dental Health Services ever required to get my permission before sharing my PHI?***

Uses and disclosures of PHI other than those required or permitted by law will be made by Dental Health Services only with your written authorization. You may revoke any authorization given to Dental Health Services at any time by written notice of revocation to Dental Health Services, except to the extent that Dental Health Services has relied on the authorization before receiving your written revocation. Uses and disclosures beyond those required or permitted by law, or authorized by you, are prohibited.

***What is Dental Health Services' "Minimum Necessary" Policy?***

Dental Health Services uses reasonable efforts to limit the use and disclosure of your PHI to the minimum necessary to accomplish the purpose of the use or disclosure. This restriction includes requests for PHI from another entity, and to requests made by Dental Health Services to other entities. This restriction does not apply to the requests by:

- Your dentist for treatment purposes;
- You; or
- Disclosures covered by an authorization you provided to another entity.

***What are my rights regarding the privacy of my PHI?***

- You may request Dental Health Services to restrict uses and disclosures of your PHI in the performance of its payment or health care

operations. However, a written request is required. Your health is the top priority and Dental Health Services is not required to agree to your requested restriction. If Dental Health Services agrees to your restriction, the restriction will not apply in situations involving emergency treatment by a health care provider.

- Dental Health Services will comply with your reasonable requests that you wish to receive communications of your PHI by alternative means or at alternative locations. Such request must be made to Dental Health Services in writing.
- You have the right to have the person you've assigned medical power of attorney, or your legal guardian, exercise your rights and make choices about your health information. We will ensure the person has this authority and can act for you before we take any action.
- You have the right, subject to certain limitations, to inspect and copy your PHI. Your request must be made in writing. Dental Health Services will act on such request within thirty (30) days of receipt of the request.
- You have the right to amend your PHI. The request to amend must be made in writing, and must contain the reason you wish to amend your PHI. Dental Health Services has the right to deny such requests under certain conditions provided by law. Dental Health Services will respond to your request within sixty (60) days of receipt of the request and, in certain circumstances may extend this period for up to an additional thirty (30) days.
- You have the right to receive an accounting of disclosures of your PHI made by Dental Health Services for up to six (6) years

preceding such request subject to certain exceptions provided by law. These exceptions include, but are not limited to:

- Disclosures made for payment or health care operations

Your request must be made in writing. Dental Health Services will provide the accounting within sixty (60) days of your request, but may extend the period for up to an additional thirty (30) days. The first accounting requested during any twelve (12) month period will be made without charge. There is \$25 charge for each additional accounting requested during such twelve (12) month period. You may withdraw or modify any additional requests within thirty (30) days of the initial request in order to avoid or reduce the fee.

You have the right to receive a copy of this Notice, and any amended Privacy Notice, upon written or telephone request made to Dental Health Services.

All written requests for the purpose described in this section, and all other written communications to Dental Health Services desired or required by this Notice, must be delivered to Dental Health Services, 3833 Atlantic Avenue, Long Beach, CA 90807 by any of the following means:

- Personal delivery;
- Email delivery to:  
[membercare@dentalhealthservices.com](mailto:membercare@dentalhealthservices.com)
- First class or certified U.S. Mail; or
- Overnight or courier delivery, charges prepaid

***What duties does Dental Health Services agree to perform?***

Dental Health Services will maintain the privacy of your PHI and provide you with notice of its legal duties and privacy practices with respect to PHI.

- Dental Health Services will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- Dental Health Services will abide by the terms of this Notice and any revised Notice, during the period that it is in effect.
- Dental Health Services reserves the right to change the terms of this Notice or any revised Notice. Any new terms shall be effective for all PHI that it maintains including PHI created or received by Dental Health Services prior to the effective date of the new terms. Each time Dental Health Services makes a revised Notice, it shall 1) post it on its website, [www.dentalhealthservices.com](http://www.dentalhealthservices.com) and 2) distribute a written copy personally by First Class U.S. Mail to each of its subscribers who are enrolled with Dental Health Services during the period that such revised Notice remains effective.

***What if I am dissatisfied with Dental Health Services' compliance with HIPAA (Health Insurance Portability and Accountability Act) privacy regulations?***

You have the right to express your dissatisfaction or objection to Dental Health Services and to the Secretary of HHS if you believe your privacy rights have been violated. You can file a complaint with the US Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, SW, Washington DC, 20201, calling 1-877-696-6775, or by visiting



[www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/). Grievances to Dental Health Services must be made in writing to Dental Health Services, 3833 Atlantic Avenue, Long Beach, CA 90807 Attn: Privacy Officer. Your written dissatisfaction must describe the acts or omissions you believe to be in violation of the provisions of this Notice or applicable laws. Your written objection to HHS or Dental Health Services must be filed within one hundred-eighty (180) days of when you knew or should have known of the act or omission. You will not be penalized or retaliated against for communicating your dissatisfaction. We are eager to assist you.

***Who should I contact if I have any questions regarding my privacy rights with Dental Health Services?***

You may obtain further information regarding your PHI privacy rights by contacting your Member Services Specialist at 855-494-0905, 888-645-1257 (TDD/TTY) Monday through Friday, 8:00 am to 5:00 pm or at [www.dentalhealthservices.com](http://www.dentalhealthservices.com).

## **Glossary**

**Adverse Determination:** A denial, reduction, or termination of, or a failure to provide or make payment, in whole or in part, for a benefit, including a denial, reduction, termination or failure to provide or make payment that is based on determination of a member's or applicant's eligibility to participate in a plan, and including, with respect to group health plans, a denial, reduction, or termination of, or a failure to provide or make payment, in whole or part, for a benefit resulting from application of any utilization review, as well as failure to cover an item or service for which benefits are otherwise provided because it is determined to be experimental or

investigational or not medically necessary or appropriate.

**Amalgam Filling/Restoration:** A restoration or filling composed of metallic alloy formed mostly of silver, tin and copper, mixed with mercury, into a soft malleable material that sets hard after placement inside a tooth cavity.

**Appeal:** A request for reconsideration of a dental claim due to an adverse benefit determination rendered by Dental Health Services.

**Benefits/Coverage:** The specific covered services that plan members and their dependents are entitled to with their dental plan.

**Child:** Eligible children includes a biological child, an adopted child, a child for whom the subscriber assumes a legal obligation for total or partial support in anticipation of adoption; a stepchild; or a child for whom the subscriber, subscriber's spouse, domestic partner, or the non-covered parent is the legal guardian.

**Complaint/Grievance:** A written or oral expression of your dissatisfaction regarding Dental Health Services and/or a participating dentist, specialist or orthodontist, including your concerns about quality of care. Complaints, disputes, requests for reconsideration or appeal made by you or someone who is authorized to represent you on your behalf, are all considered grievances.

**Composite Filling/Restoration:** A restoration or filling composed of plastic resin material that resembles the natural tooth.

**Comprehensive Exam:** A thorough evaluation and recording of the extraoral and intraoral hard and soft tissues. Typically includes the evaluation of dental caries (cavities), missing or unerupted teeth, restorations, and occlusal relationships.

**Copayments:** The fees paid by the subscriber or member, directly to the participating dentist or specialist at the time of service. The fees charged by a participating dentist or specialist according to your plan's Schedule of Covered Services and Copayments.

**Dependent:** An individual for whom coverage is obtained by a parent, relative, or other person. Eligible dependents may include a legal spouse, domestic partner, or children of the subscriber or the subscriber's spouse/domestic partner.

**Domestic Partnership:** An interpersonal relationship between two individuals who live together and share a common *domestic* life but are not married to each other or to anyone else.

**Emergency Dental Condition:** is determined by an member's reasonable belief that sudden onset of symptoms in the absence of immediate medical attention could result in permanently placing their health in jeopardy, causing other serious dental or health consequences, or causing serious impairment of dental function.

**Endodontics:** The branch of dentistry concerned with the treatment of disease or inflammation of the dental pulp or nerve of the tooth.

**Enrollee/Member:** a person who is entitled to receive dental care services under this agreement. The term includes both subscribers and those family members for whom a subscriber has paid a premium.

**Exclusion:** Treatment or coverage not included as a benefit under this plan.

**Limitation:** A provision that restricts coverage under this plan.

**Medically necessary:** Dental services and supplies provided by a participating dentist appropriate to the evaluation and treatment of disease, condition, illness or injury and consistent with the applicable standard

of care. This does not include any service that is cosmetic in nature.

**Optional Treatment:** treatment considered optional or unnecessary for the member's dental health by the treating dentist. If a member chooses an optional treatment, the member is responsible for fee-for-service rates for the optional treatment. This does not apply to standard, covered, restorative procedures which offer a choice of material.

**Out-of-Pocket Maximum (OOPM):** The maximum amount of money that a pediatric age member must pay for benefits during a plan year. OOPM applies only to the Essential Health Benefits for pediatric aged members. Copayments for covered services received from your participating dentist accumulated through the plan year toward your Out-of-Pocket Maximum. Please consult your Schedule of Covered Services and Copayments for complete information on covered services. OOPM never includes premium, prescriptions, or dental care your dental plan doesn't cover. After the pediatric age member meets their OOPM, they will have no further Essential Health Benefits copayments for the remainder of the plan year. For families with more than one pediatric age member, Essential Health Benefit copayments made by each individual child for Essential Health Benefits contribute to the family Out-of-Pocket Maximum. Once the Essential Health Benefits copayments paid by all pediatric age members meets the family Out-of-Pocket Maximum, no further Essential Health Benefits copayments will be required by any of the pediatric age members for the remainder of the plan year.

**Palliative Care:** An action that relieves pain, swelling, or bleeding. This does not include routine or postponable treatment.

**Participating Dental Office:** A licensed dental professional who has entered into a written agreement with Dental Health Services to provide dental care services to subscribers and their dependents covered under the plan. The agreement includes provisions in which the dentist agrees that the subscriber shall be held liable only for their copayment.

**Pediatric Age Members:** Members up to age 19.

**Pediatric Dental Benefits:** One of the ten Essential Health Benefits required under the Affordable Care Act (ACA). Pediatric dental benefits cover dental care and services such as cleanings, x-rays, and fillings for those up to age 19.

**Plan Year:** The Plan Year for Qualified Dental Plans corresponds to the calendar year. Your coverage ends December 31<sup>st</sup> even if your coverage started after January 1<sup>st</sup>. Any changes to your Qualified Dental Plan's benefits or rates are made at the beginning of the calendar year.

**Qualified Dental Plan:** a dental benefit plan that is certified by a Health Benefit Exchange which provides essential health benefits, follows established limits on cost-sharing (like deductibles, copayments and out-of-pocket maximum amounts) and meets other requirements.

**Service Area:** Dental Health Services' service area includes the following full counties: Alameda, Contra Costa, Kings, Madera, Marin, Merced, Napa, Orange, Sacramento, San Diego, San Francisco, San Joaquin, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Stanislaus, Tulare, Ventura and Yolo.

Dental Health Services' service area also includes parts of the following counties: El Dorado, Fresno, Imperial, Kern, Los Angeles, Mariposa, Monterey,

Placer, Riverside, San Benito, San Bernardino, San Luis Obispo, and Sonoma.

**Special Enrollment Period:** A time outside the yearly Open Enrollment when consumers can sign up for dental benefits coverage. Consumers qualify for a Special Enrollment Period if they've experienced certain life events, including losing health coverage, moving, getting married, having a baby, or adopting a child.

**Specialty Services:** Dental services provided by a Dental Health Services participating specialist (endodontist, periodontist, pediatric dentist, oral surgeon, or orthodontist). All referrals for covered Specialty Services must be pre-authorized by Dental Health Services.

**Subscriber:** A person who is responsible for the account, whose name is on the application, resides in Dental Health Services' service area and meets plan eligibility requirements.

**Urgent care:** Prompt care - within 72 hours - for an illness, injury or condition serious enough that a reasonable person would seek care right away, but not so severe as to require emergency room care.

### English

IMPORTANT: Can you read this? If not, we can have someone help you read it. You may also be able to get this information written in your language. For free help, please call right away at 1-866-756-4259. Dental Health Services has a toll free TTY line 1-888-645-1257 for the hearing and speech impaired.

### Spanish

IMPORTANTE: ¿Puedes leer esto? Si no, alguien le puede ayudar a leerla. Además, es posible que reciba esta información escrita en su propia idioma. Para obtener ayuda gratuita, llame ahora mismo al 1-866-756-4259. Dental Health Services también tiene una línea TTY 1-888-645-1257 para personas con dificultades de audición o de hablar.

## Dental Health Services

3833 Atlantic Avenue  
Long Beach, California 90807

855-495-0905 888-645-1257 (TDD/TTY)

[www.dentalhealthservices.com/CA](http://www.dentalhealthservices.com/CA)

*An Employee-Owned Company*

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