

April 8, 2020

The global situation with COVID-19 has impacted nearly every aspect of life in America. I thought it important to share how United Concordia Dental is protecting the needs of our customers and our employees during these unprecedented times.

We know our customers and business partners have a lot of questions right now in response to COVID-19 and the ADA's recommendation to postpone non-emergency dental care. To help you manage the situation as it unfolds, we have identified some short-term solutions and are developing longer-term approaches should they be necessary:

- Our Customer Service team is prepared and ready to respond to member questions about dental care and emergencies, and help them locate another dentist, if needed. Emergency dental care accounted for nearly 23% of dental services provided in some regions of the nation last year, and we know dental emergencies will not stop, even during a pandemic. Our team is committed to helping members get access to professional dental care in these urgent situations
- United Concordia will cover teledentistry services, or virtual consultations, for the next 90 days to protect the health and well-being of all of our members, network dentists and their staff. For these evaluations, the dentist and patient connect on their phones, using videos or photos. We notified our network dentists about the logistics of how to submit claims for these services. Coverage levels are subject to plan terms and conditions.
- Our website includes [important top Coronavirus-related updates](#) and information, referring individuals who have questions about the appropriateness of dental care to the [ADA website](#).
- We are providing reliable content and information from our dental care experts that you can pass on about how to best protect oral health and overall health during COVID-19. This information is accessible in our [Dental Health Center](#) and social media channels like [Facebook](#) and [LinkedIn](#). I have included a new piece we created on the importance of oral health hygiene and safety tips, **Toothbrush Safety during COVID-19**, which addresses the important steps everyone should take to prevent the spread of coronavirus through an otherwise often-overlooked part of our daily health hygiene routines.

Teledentistry may be a new concept for members, so our dental experts here at United Concordia developed a helpful resource to explain more about what teledentistry is, breakdown how and when to use teledentistry and how to help get connected with care in an emergency. I've attached a digital flyer that you are welcome to distribute accordingly. This can be shared digitally, making it easier to reach remote workers and keep them engaged and educated on their benefits during COVID-19.

And one last thing that I think is so important to mention right now, even though we've shifted to work-from-home, our customer service representatives are standing by to help. Whether it's finding a dentist, setting up a virtual dental visit, or just understanding if a particular dental procedure is essential at this time, they are ready to help.

Please do not hesitate to reach out to me if you have any questions at all.

Wishing you all continued safety and wellness!

Noelle Zukas
Client Director