

# COVID-19

## Our commitment to your oral health



Delta Dental of Puerto Rico is committed to ensuring continuity and access of our services, while protecting the health and safety of our employees, business partners and customers. At Delta Dental of Puerto Rico we want to assure you, that we continue to work in the emergency situation we are facing.

In this document we include a brief description of our work during this period:

- ✓ **We continue to offer services as usual-** You can feel assured that your dental services in your plan are still available and uninterrupted.
- ✓ **Regular hours-** As a preventive measure and in accordance with the social distancing recommendations, our offices are not open for public. However, all of our departments continue to work remotely on regular hours. This includes our call center, sales agents and group service, among others. Questions or inquiries should be channeled through our call center, your account executive, or by writing us to; [custservice@deltadentalpr.com](mailto:custservice@deltadentalpr.com).

- ✓ **Delta Dental of Puerto Rico web page-** Any member, account manager or provider, will have 24/7 access to their benefit information, eligibility verification among other available services, by registering through our website [www.deltadentalpr.com](http://www.deltadentalpr.com) ( ←press the address to access)
- ✓ **Call Center Available-** Any member, agent or provider requiring assistance can contact us at, **1-866-622-6120**. Monday through Friday from 8:00am-5:00pm.
- ✓ **Delta Dental Mobile App-** Available for all our members. By registering, you will have access to information about your benefits, virtual id-card, directory of participating dentists, among others. Enabled for Android and Apple operating systems; free of charge when downloading it from its corresponding application tool.
- ✓ **Attention to our dental health care providers-** Our team continues to maintain constant communication with our dentists, by assisting them with any concerns or situation that may arise during this emergency period. In turn, we continue to aid them with communications for guidance on topics of interest, such as billing, codes, covers, among others. If you have any particular situation you can write to us at [proveedores@deltadentalpr.com](mailto:proveedores@deltadentalpr.com).
- ✓ **Payment to non-participating providers-** Dental services will be available through non-contracted providers or outside our PPO network dentists, without any penalties or restrictions during the emergency period. As established by the Office of the Insurance Commissioner.

- ✔ **Teledentistry-** All our customers and affiliates have available the benefit of dental telemedicine during this period, through our network of providers. The corresponding codes to proceed with this service are available with \$0 co-pay. These codes and their rates have been added to your dental coverage, on a timely basis, so that these guidelines will apply during the emergency period, to the extent that the applicable federal and state regulations remain in effect.
- ✔ **Established period for premium payment-** We will be honoring the period established by the Office of the Insurance Commissioner for premium payments. No penalties will be imposed for insufficient funds in the case of direct debit. We remind you that this given period does not exempt the corresponding premium payment.
- ✔ **Oral health and wellness-** Your oral health and well-being is very important to us. So it is significant to keep your health and oral health regimen always present. Good health practices could reduce the chances of contagion and disease. For more information, click in the following links, <https://www.cdc.gov/coronavirus/2019-ncov/index.html>, <https://www.mouthhealthy.org/es-MX> and <https://www.deltadental.com/us/en/protect-my-smile.html>
- ✔ **Other departments available-** Accounting: [accounting@deltadentalpr.com](mailto:accounting@deltadentalpr.com); Individual Product: [indiviuual@deltadentalpr.com](mailto:indiviuual@deltadentalpr.com); Eligibility: [elegibilidad@deltadentalpr.com](mailto:elegibilidad@deltadentalpr.com); Sales: [sales@deltadentalpr.com](mailto:sales@deltadentalpr.com)

Once again we restate our commitment to our customers. We will continue to work to ensure the continuity of oral health services to all of our members. At Delta Dental of Puerto Rico, we want to keep you smiling. We're here to serve you!