



# For our customers affected by California wildfires

November 2019

## Delta Dental update

California has declared a state of emergency in several counties in response to wildfires. During this time, Delta Dental will do everything possible to ensure we continue to meet our enrollees' needs.

We're here to help provide access to care and customer support if enrollees and their family members face dental emergencies or require ongoing dental treatment in cases where these devastating fires affect their regular providers.

In addition, we're working to maintain the timely payment of claims and offer assistance in obtaining dental records if needed.

We will ensure enrollees do not owe unreasonable costs at an out-of-network dentist. We will also reimburse out-of-network claims for Medicare and Medicaid enrollees.

Enrollees with special situations, or with any other extenuating circumstances resulting from these wildfires, may call their Delta Dental customer service center for assistance. Enrollees should also contact customer service if there is no dentist in their area due to this emergency. You can find contact information and an online customer service form on our website at [deltadentalins.com](http://deltadentalins.com).

Client groups and brokers should contact their Delta Dental account representatives for assistance

For those who wish to contribute to the relief efforts, the Delta Dental Community Care Foundation will match every donation made through the link below up to \$100,000: [redcross.org/donate/cm/deltadental-pub.html/](http://redcross.org/donate/cm/deltadental-pub.html/)



[deltadentalins.com](http://deltadentalins.com)