

The global situation with COVID-19 has impacted nearly every aspect of life in America, and I wanted to first give you and your clients some time and space to focus on the important decisions that needed to be made to best protect yourself, your businesses and your staff as the situation has rapidly changed. My thoughts go out to you, and your clients, as you take this challenge head on and I want to assure you that United Concordia is being flexible, nimble and responsive to your needs. I am here to support you through any specific concerns or questions you may have now and as the situation with COVID-19 continues to unfold.

Last Thursday, March 19, our own United Concordia employees began working from home to best protect their well-being and ensure our ability to deliver uninterrupted service to our valued clients like Brown & Brown of PA and your employees.

Your clients and their employees may have questions about the [ADA's recommendation to postpone non-emergency dental care](#). We've worked out some short-term solutions and our team is hard at work developing approaches in preparation for a longer-term response, if needed:

- Our Customer Service team is prepared and ready to respond to member's questions about dental care and emergencies at this time and help them locate another dentist, if needed. Emergency or non-essential dental care accounted for nearly 23% of dental services provided in some regions of the U.S. in the last year, and we know dental emergencies won't 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 our commercial members, and 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 to use procedure code D0140 when submitting claims and that we will review frequency limitations on a case-by-case basis.
- United Concordia's commercial website includes [our important top Coronavirus-related updates](#) and info, referring individuals who have questions about the appropriateness of dental care to the [ADA website](#).
- We will provide reliable content and information from our dental care experts that you can pass on to clients on how their members can best protect their oral health and overall health during COVID-19. This information will also be accessible in our [Dental Health Center](#) and social media channels like [Facebook](#) and [LinkedIn](#). I've attached a brand new piece 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 – this is a great one to share immediately!

Over the coming weeks, we will continue to leverage our unique dental solutions approach to find innovative ways that quickly respond to these unprecedented times.

Later this week, I'll provide more information regarding teledentistry that you can share with your clients – how their employees can use it, when to use it and the important information to know about

coverage for the next 90 days. Should you need additional information, please do not hesitate to email me directly – I am here to help. I'm sure that there will be new questions that come up during the course of our "new" way of doing business, so please forward or call me as they arise. At United Concordia Dental we are continuing to assess how this pandemic will impact our collective business and as information becomes available, I'll be sure to share.

Please stay safe and please feel free to contact me if you need anything.

Art Giacomucci

Sales Director

Office 610-276-2107 | Fax 610-276-2110 | Cell 610-331-4893