

Combined Evidence of Coverage & Disclosure

United Transportation Union
2021 Dental Plan



Metro™

Dental benefits provided by:

Dental Health Services

0920G047 V2 © 2021 Dental Health Services

Mission Statement

To consistently deliver high quality, affordable, value-driven dental services through a caring staff and an accountable dental network committed to member satisfaction.

Dental Health Services

English

IMPORTANT: Can you read this? If not, we can have somebody help you read it. You may also be able to get this information written in your language. For free help, please call Dental Health Services at 1-866-756-4259 or the toll free TTY line for hearing and speech impaired at 711.

Spanish

IMPORTANTE: ¿Puedes leer esto? Si no, alguien le puede ayudar a leerlo. Además, es posible que reciba esta información escrita en su propio idioma. Para obtener ayuda gratuita, por favor comuníquese con Dental Health Services al 1-866-756-4259 o al número gratuito de TTY para personas con dificultades de audición o de habla al 711.

Table of Contents

Welcome	2
Your Prepaid Dental Plan.....	2
Definitions.....	3
Eligibility.....	4
Beginning Coverage	5
Choosing Your Dentist.....	5
Changing Dentists	6
Making an Appointment.....	6
Facilities.....	6
Emergency Care: In-Area.....	8
Emergency Care: Out-of-Area	8
Copayments.....	9
Quality Assurance.....	9
Liability of Subscriber for Payment.....	9
Optional Treatment.....	10
Health Plan Benefits and Coverage Matrix.....	11
Schedule of Covered Services and Copayments...	12
Exclusions.....	26
Limitations on Benefits.....	27
Second Opinions	27
Continuity of Care	27
Coordination of Benefits	28
Termination of Coverage.....	29
Termination Due to Nonpayment.....	29
Review of Termination	29
Renewal Provisions	30
Individual Coverage	30
COBRA.....	30
Member Service	32
Grievance Procedure.....	32
Confidentiality and Privacy Notice	34
Public Policy Committee	38

Welcome to Dental Health Services

We are glad to have you as a valued member of our special dental care organization. You are important to us and so is your healthy smile. We want to keep you smiling by helping you protect your teeth, saving you time and saving you money. As a Dental Health Services member, you and your family are entitled to some important and valuable benefits.

Your *Evidence of Coverage and Disclosure* (“EOC”) discloses the terms and conditions of coverage. You have a right to view this EOC prior to enrollment. Your EOC should be read completely, and individuals with special dental care needs should read carefully those sections that apply to them. You may receive additional information about the benefits of your Plan by contacting your Trust Fund at 213-624-6487 or 626-962-1762, or Dental Health Services at **866-644-5444**, or through www.dentalhealthservices.com to request to speak to your Member Service Specialist. You may also write to our address: Dental Health Services, Member Services, 3780 Kilroy Airport Way Suite 750, Long Beach, CA 90806.

You will find your *Health Plan Benefits and Coverage Matrix* on page 8.

This EOC summarizes the principal provisions of the contract between your Trust Fund and Dental Health Services. Please keep this in an easily accessible place for future reference.

Your Prepaid Dental Plan

Dental Health Services offers you a prepaid, direct service dental care program. Your dental plan has been designed to provide you maximum benefits, while keeping costs low for you and your family. Participating dentists have been selected conveniently near you, offering Quality Assuredsm service with minimum paperwork. Making it easy for you to receive quality dental care.

Your plan offers:

- Your choice of dental offices within the Dental Health Services network of participating dentists
- Unlimited number of visits
- No claim forms
- No “deductible” costs
- Professional service in a friendly atmosphere
- Unlimited amount of necessary services
- Conveniently located dental offices
- Specialty services
- Second opinions

Language and Communication Assistance

Good communication with Dental Health Services and with your dentist is important. Dental Health Services' Language Assistance Program (LAP) provides free translation and interpreter services even if you have a family member or friend who can assist you. Should you decide to decline translation or interpreter services, Dental Health Services will respectfully 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 Dentists to connect with a dentist of your preferred language.

If English is not your first language, Dental Health Services provides free 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 866-756-4259.

If you are deaf, hard of hearing, or have a speech impairment, you may also receive language assistance by calling the toll free TTY line at 711.

Definitions

Copayment: the fee paid by the member to the Dental Health Services dentist for covered services as disclosed in this *Evidence of Coverage*.

Dental Health Services Dentist (Participating Dentist): a licensed dentist who contracts with Dental Health Services to provide covered services to enrollees.

Emergency: any unexpected dental condition including pain, swelling, and/or bleeding that requires immediate palliative care by a licensed dentist.

Exclusion: any provision in the agreement whereby coverage for a specified procedure or condition is entirely eliminated.

Experimental or Investigational Services: Any medications, dental treatments for specific conditions or devices still under investigation or observation as determined

by the American Dental Association. Dental Health Services' Dental Director, in determining whether services are experimental or investigational, will consider whether the services are in general use in the medical community in the state of California, whether the services are under continued scientific testing and research, whether the services show a demonstrable benefit for a particular illness or disease, and whether they are proven to be safe and efficacious.

Limitation: any provision in this agreement that restricts coverage.

Member or Enrollee: 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.

Medically Necessary: Dental services and supplies provided by a Participating Dentist appropriate to the evaluation and treatment of a condition, illness, injury, or disease and its symptoms, and consistent with the applicable standards of care. This does not include any service that is cosmetic or elective in nature.

Palliative Care: An action or treatment that relieves pain, swelling, or bleeding. This does not include routine or any curative treatment that can be safely postponed.

Selected Dental Center: the office and facilities of the specific Dental Health Services dentist selected by you to provide covered services.

Subscriber: a person whose relationship to the group (employee) is the basis for coverage under this agreement.

Selected Participating Dentist: The Participating Primary Care Dentist you have Selected to provide your dental care. (Selected PCD)

Eligibility

The UTU-MTA Health and Insurance Benefits Trust Fund provides dental coverage for operators and their families. The Trust Fund will advise you of the eligibility requirements. For full-time operators, eligible dependents include your spouse (unless divorced) and dependent children up to the age of 26. Any child who continues to be both (1) incapable of self-sustaining employment by reason of a mental disability, including but not limited to, mental illness or a physical disability or a combination of those disabilities and (2) chiefly dependent upon the subscriber or member for support and maintenance is also eligible for coverage as a dependent. Dental Health Services may require proof of the above, which you must furnish within 60 days of such a request

(Dental Health Services will provide notice at least 90 days prior to the date the child attains limiting age). Copies of marriage certificates for spouses, birth certificates children, and other documentation may be requested by your Trust Fund prior to eligibility. Failure to supply any necessary verification by your Trust Fund verification may result in termination of eligibility.

Beginning Coverage

You may enroll by completing your enrollment form and submitting it to the Trust Fund for processing. Make sure you list on your form the participating dental office number from which you wish to receive services. Your coverage always begins on the first day of the month you become eligible. Your open enrollment period is usually held in October of each year with changes effective the following January 1.

Newly acquired dependents become eligible immediately, but they must be enrolled within 60 days of acquisition. Newborn children are covered from birth but must be enrolled within 60 days of birth to continue coverage.

Your eligibility is determined by the Trust Fund. If your eligibility is approved by the 10th of the month, your coverage begins on the first day of the current month. If your eligibility is approved after the 10th of the month, your coverage begins on the first day of the following month.

If you are in the middle of acute dental care when your coverage begins, please contact your Member Service Specialist at 866-644-5444 to assure continuity of care. You may also request a copy of the Dental Health Services policy describing the process for continuity of care, including review of request to continue care with your existing dentist.

Choosing Your Dentist

Please read the following information so you will know from whom or what group of participating dentists you may receive care.

Covered services are only provided by dentists who are contracted with Dental Health Services. Simply select one of the dental locations from your *UTU Directory of Participating Dentists* as your “Selected Dental Center” and include the participating dental office number on your enrollment form. If you did not select a participating dentist at enrollment, please call your Trust Fund at 213-624-6487 or 626-962-1762 to request changes.

Our participating dentists are compensated by periodic payments based on membership and/or supplemental copayments based on procedures completed. Financial bonuses or incentives for performing or withholding clinically acceptable services are not used. If you wish to know more about these issues, you may request additional information from Member Services or your Dental Health Services contracted dentist.

All dental care is received from your selected participating dentist, except in the case of an out-of-area emergency, or if you are referred to a specialist.

Changing Dentists

If you wish to change your participating dentist at any time, simply contact the Administrative Office of your Trust Fund at 213-624-6487 or 626-962-1762. Requests received by the 10th of the current month, will be eligible on the 1st of the month. If received after the 10th, you will be eligible on the 1st of the following month.

Making an Appointment

Advance appointments are required for all dental services except emergencies. Dental offices set working days and hours independently. Please contact your participating dental office to verify their working hours.

You may make an appointment with your selected participating dentist as soon as you receive confirmation of your eligibility. Routine appointments will be scheduled within a reasonable time. Your plan covers care provided only by your selected participating dentist, except in the case of an out-of-area emergency, when covered benefits to relieve pain, bleeding, or swelling will be provided.

Please keep your appointment. If you need to cancel, please call as soon as you realize that you will not be able to keep your appointment. If possible, call your participating dental office at least 24 hours prior to your scheduled appointment time. For your Participating Dentist's or Specialist's appointment cancellation policy and procedures, please contact the dentist office directly.

If treatment authorization is denied, you may contact Dental Health Services or your Trust Fund (see *Grievance Process*).

Facilities

Each participating dental office establishes its own policies,

procedures, and hours. Please call your Selected Dental Center for specific hours of operation. All participating dental offices are expected to maintain 24-hour emergency communication accessibility. Once your “Selected Dental Center” is chosen from your *UTU Directory of Participating Dentists*, you are not covered at other dental facilities except for emergencies. *UTU Directories of Participating Dentists* are available from your Trust Fund or directly from your Dental Health Services’ Member Service Specialist.

Treatment Authorization

Dental Health Services works closely with our Participating Dentists 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 Primary Dentist. Your treatment is approved and rendered according to your plan benefits. If treatment authorization is denied, you have the right to Appeal the Adverse Determination through the Grievance process.

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 re- view 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 dentist and Member in writing:

- That we are 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 Continuity of Care and Emergency Care sections in this document for specifics.

Emergency Care: In-Area

Palliative care for emergency dental conditions in which acute pain, bleeding, or dental infection exists is a benefit according to your *Schedule of Covered Services and Copayments*.

If you have a dental emergency and need to seek immediate care, first call your Selected PCD. Participating dental offices maintain a 24-hour, 7 days a week, emergency response accessibility and triage. Your Selected PCD will arrange an appropriately scheduled appointment based on the medical/dental necessity of your emergency condition, not to exceed 72 hours. If your Selected PCD is not available to see you within a reasonable time as medically necessary, call your Member Services Specialist. If both the Selected PCD and Dental Health Services cannot be reached, you are covered for emergency care at another Dental Health Services' participating dentist or from any other dentist. You will be reimbursed for the cost of emergency palliative treatment less any copayments that apply. Contact your Selected PCD for follow-up care as soon as possible after the emergency treatment. If you have a medical emergency, you should get care immediately by calling 9-1-1 or going to the nearest hospital emergency room.

Emergency Care: Out-of-Area

Out-of-area emergency care is emergency palliative dental treatment required by an enrollee when more than 50 miles from any Dental Health Services' participating dental center. After your copayments are deducted, your benefit includes up to \$50 per enrollee, per incident, with a \$100 annual maximum per family. You will need to submit an itemized receipt from the dental office that provided the emergency service, along with a brief

explanation and your member number, to Dental Health Services within 180 days. After 180 days, Dental Health Services reserves the right to refuse payment.

Copayments

Copayments are your portion of treatment costs for certain services described in the *Schedule of Covered Services and Copayments*. You are responsible for the copayments for services provided to you and your family. Copayments are payable directly to the dentist when the service is rendered (unless other arrangements are made with the Selected Dental Office).

Quality Assurance

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

Liability of Subscriber for Payment

You will be liable for the cost of non-covered services performed by a participating dentist and for services performed by a non-participating dentist (unless previously approved by Dental Health Services).

Any service not listed in the Schedule of Covered Services and Copayments is considered a non-covered service, and you will be fully responsible for the cost of all such service you may have agreed to.

Experimental or Investigational Services as defined in the glossary section of this EOC are not covered services under this dental Plan. For a complete list of the Exclusions and Limitations of this dental Plan, please refer to the Schedule of Covered Services and Copayments.

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 under this plan, a participating dentist 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 present 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 Member Services at 866-644-5444 or contact your Trust Fund at 213-624-6487 or 626-962-1762. To fully understand your coverage, you may wish to carefully review this Evidence of Coverage document.

Optional Treatment

Occasionally, optional upgrade services or elective cosmetic-type treatment may be recommended and/or desired. If you choose a more expensive elective treatment in lieu of a covered benefit, the more expensive, **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 Trust Fund or Dental Health Services Member Service Specialist **BEFORE** you begin services or sign any agreements.

Adverse Determinations

If all or part of the claim for your services is denied, Dental Health Services will notify you in writing of this Adverse Determination. The notification will include the actual reason(s) for the determination, and the instructions for obtaining an Appeal of the decision through the Grievance process.

If you wish to Appeal the Adverse Determination of your Urgent Care pre- authorization, a decision regarding your Appeal will be made within seventy-two (72) hours. The result of your Appeal will be communicated to you by phone/oral notification as well as written or electronic communication.

Health Plan Benefits and Coverage Matrix

This matrix is intended to be used to help you compare coverage benefits and is a summary only. The Evidence of Coverage and Plan Contract should be consulted for a detailed description of Coverage of Benefits and Limitations.

Refer to the *Schedule of Covered Services and Copayments* on the following pages.

Deductibles	Lifetime Maximums
None	None
Professional Services: Dentures and Partial Dentures	Professional Services: Exam and Preventive Services
Copayments vary by procedure and appear in the enclosed Schedule. Replacements limited to one every 2 years.	No charge for most services. Full mouth X-rays limited to every 3 years.
Professional Services: Periodontic, Endodontic and Oral Surgery Services	Professional Services: Restorative and Crown and Bridge Services
Copayments vary by procedure and appear by procedure in the enclosed Schedule.	Copayments vary by procedure and appear by procedure in the enclosed Schedule.
Specialty Office Visits	Outpatient Office Visits
\$15 per visit	\$5 per visit
Hospitalization Service	Emergency Health Services
Not covered	Not covered
Ambulance Service	Prescription Drug Coverage
Not covered	Not covered
Durable Medical Equipment	Mental Health Services
Not covered	Not covered
Chemical Dependency	Home Health Services
Not covered	Not covered
Orthodontic Office Visit	
\$15 per visit	

This Dental Plan does not provide general anesthesia.

These benefits can only be changed by Dental Health Services with the Trust Fund's consent to the proposed changes.

UTU Plan 2021

Schedule of Covered Services and Copayments

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
	Office visit (in addition to other services)	5.00
	Specialty Office Visit Charge	15.00
	Failed (no show) appointment without 24-hour notice	None
	Additional Failed (no show) appointments without 24-hour notice within the current contract year.....	10.00
DIAGNOSTIC		
D0120	Periodic oral evaluation - established patient.....	None
D0140	Limited oral evaluation - problem focused.....	None
D0145	Oral evaluation for a patient under three years of age and counseling with primary caregiver.....	None
D0150	Comprehensive oral evaluation - new or established patient	None
D0160	Detailed and extensive oral evaluation - problem focused, by report.....	None
D0170	Re-evaluation - limited, problem focused (established patient; not post-operative visit)	None
D0171	Re-evaluation - post operative office visit.....	None
D0180	Comprehensive periodontal evaluation - new or established patient.....	None
D0210	Intraoral - complete series of radiographic images	None
D0220	Intraoral - periapical first radiographic image.....	None
D0230	Intraoral - periapical each additional radiographic image.....	None
D0240	Intraoral - occlusal radiographic image	None
D0250	Extraoral - 2D projection radiographic image created using a stationary radiation source, and detector.....	None
D0270	Bitewing - single radiographic image.....	None
D0272	Bitewings - two radiographic images.....	None
D0273	Bitewings - three radiographic images.....	None
D0274	Bitewings - four radiographic images.....	None
D0277	Vertical bitewings - 7 to 8 radiographic images.....	None
D0330	Panoramic radiographic image	None
D0340	2D cephalometric radiographic image – acquisition, measurement and analysis.....	10.00
D0350	2D oral/facial photographic image obtained intra-orally or extra-orally.....	None
D0415	Collection of microorganisms for culture and sensitivity....	None
D0425	Caries susceptibility tests	None
D0431	Adjunctive pre-diagnostic test that aids in detection of mucosal abnormalities including premalignant and malignant lesions, not to include cytology or biopsy procedures.....	5.00
D0460	Pulp vitality tests.....	None
D0470	Diagnostic casts.....	None
D0601	Caries risk assessment and documentation, with a finding of low risk	None

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D0602	Caries risk assessment and documentation, with a finding of moderate risk	None
D0603	Caries risk assessment and documentation, with a finding of high risk	None
D0999	Unspecified diagnostic procedure, by report.....	None

PREVENTIVE - Teeth cleaning (prophylaxis-treatment to include shallow scaling and polishing – eligible every six months)

D1110	Prophylaxis - Adult.....	None
D1120	Prophylaxis - Child.....	None
D1206	Topical application of fluoride varnish	None
D1208	Topical application of fluoride- excluding varnish.....	None
D1310	Nutritional counseling for control of dental disease.....	None
D1320	Tobacco counseling for the control and prevention of oral disease	None
D1330	Oral hygiene instructions.....	None
D1351	Sealant, per tooth.....	None
D1352	Preventive resin restoration in a moderate to high caries risk patient-permanent tooth.....	None
D1353	Sealant repair - per tooth	None
D1354	Interim caries arresting medicament application - per tooth.....	None

SPACE MAINTAINERS

D1510	Space maintainer - fixed - unilateral - per quadrant	12.00
D1516	Space maintainer - fixed - bilateral, maxillary	12.00
D1517	Space maintainer - fixed - bilateral, mandibular	12.00
D1520	Space maintainer - removable - unilateral-per quadrant.....	12.00
D1526	Space maintainer - removable - bilateral, maxillary.....	12.00
D1527	Space maintainer - removable - bilateral, mandibular.....	12.00
D1551	Re-cement or re-bond bilateral space maintainer - maxillary.....	None
D1552	Re-cement or re-bond bilateral space maintainer - mandibular.....	None
D1553	Re-cement or re-bond unilateral space maintainer - per quadrant.....	None
D1556	Removal of fixed unilateral space maintainer - per quadrant.....	None
D1557	Removal of fixed bilateral space maintainer - maxillary.....	None
D1558	Removal of fixed bilateral space maintainer mandibular.....	None
D1575	Distal show space maintainer - fixed - unilateral.- per quadrant.....	12.00

AMALGAM RESTORATIONS (Primary/Permanent)

D2140	Amalgam - one surface, primary or permanent	None
D2150	Amalgam - two surfaces, primary or permanent.....	None
D2160	Amalgam - three surfaces, primary or permanent.....	None
D2161	Amalgam - four or more surfaces, primary or permanent...	None

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
COMPOSITE RESIN		
D2330	Resin-based composite - one surface, anterior.....	None
D2331	Resin-based composite - two surfaces, anterior.....	None
D2332	Resin-based composite - three surfaces, anterior.....	None
D2335	Resin-based composite - four or more surfaces or involving incisal angle (anterior).....	None
D2390	Resin-based composite crown, anterior.....	None
D2391	Resin-based composite - one surface, posterior.....	None
D2392	Resin-based composite - two surfaces, posterior.....	None
D2393	Resin-based composite - three surfaces, posterior.....	None
D2394	Resin-based composite - four or more surfaces, posterior..	None
CROWNS, INLAYS, ONLAYS & POSTS <i>(There is an additional \$50 for porcelain butt margin, and \$200 for specialized crowns such as Lava, Captek, Empress, Procera, etc.)</i>		
D2510	Inlay - metallic - one surface	70.00
D2520	Inlay - metallic - two surfaces.....	70.00
D2530	Inlay - metallic - three or more surfaces	70.00
D2542	Onlay - metallic - two surfaces.....	35.00
D2543	Onlay - metallic - three surfaces	35.00
D2544	Onlay - metallic - four or more surfaces.....	35.00
D2610	Inlay - porcelain/ceramic - one surface.....	35.00
D2620	Inlay - porcelain/ceramic - two surfaces.....	35.00
D2630	Inlay - porcelain/ceramic - three or more surfaces.....	35.00
D2642	Onlay - porcelain/ceramic - two surfaces.....	35.00
D2643	Onlay - porcelain/ceramic - three surfaces.....	35.00
D2644	Onlay - porcelain/ceramic - four or more surfaces	35.00
D2650	Inlay - resin-based composite - one surface.....	35.00
D2651	Inlay - resin-based composite - two surfaces.....	35.00
D2652	Inlay - resin-based composite - three or more surfaces.....	35.00
D2662	Onlay - resin-based composite - two surfaces.....	35.00
D2663	Onlay - resin-based composite - three surfaces.....	35.00
D2664	Onlay - resin-based composite - four or more surfaces	35.00
D2710	Crown - resin-based composite (indirect).....	70.00
D2712	Crown - 3/4 resin-based composite (indirect).....	70.00
D2720	Crown - resin with high noble metal.....	210.00
D2721	Crown - resin with predominantly base metal.....	60.00
D2722	Crown - resin with noble metal.....	170.00
D2740	Crown - porcelain/ceramic	70.00
D2750	Crown - porcelain fused to high noble metal	220.00
D2751	Crown - porcelain fused to predominantly base metal.....	70.00
D2752	Crown - porcelain fused to noble metal.....	180.00
D2753	Crown - porcelain fused to titanium and titanium alloys...	180.00
D2780	Crown - 3/4 cast high noble metal.....	220.00
D2781	Crown - 3/4 cast predominantly base metal	70.00
D2782	Crown - 3/4 cast noble metal.....	180.00
D2783	Crown - 3/4 porcelain/ceramic.....	80.00
D2790	Crown - full cast high noble metal.....	220.00
D2791	Crown - full cast predominantly base metal	70.00
D2792	Crown - full cast noble metal.....	180.00
D2794	Crown - titanium and titanium alloys.....	140.00

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D2799	Provisional crown— further treatment or completion of diagnosis necessary prior to final impressions.....	200.00
D27BM	Crown-butt margin.....	50.00
D27SC	Crown-specialty upgrade	200.00
D2910	Re-cement or re-bond inlay, onlay, veneer or partial coverage restoration.....	None
D2915	Re-cement or re-bond indirectly fabricated or prefabricated post and core.....	None
D2920	Re-cement or re-bond crown.....	None
D2921	Re-attachment of tooth fragment, incisal edge or cusp.....	None
D2929	Prefabricated porcelain/ceramic crown – primary tooth.....	10.00
D2930	Prefabricated stainless steel crown - primary tooth.....	10.00
D2931	Prefabricated stainless steel crown - permanent tooth.....	10.00
D2932	Prefabricated resin crown.....	10.00
D2933	Prefabricated stainless steel crown with resin window.....	20.00
D2934	Prefabricated esthetic coated stainless steel crown - primary tooth	20.00
D2940	Protective restoration.....	None
D2941	Interim therapeutic restoration - primary dentition.....	None
D2949	Restorative foundation for an indirect restoration.....	None
D2950	Core build up, including any pins when required.....	None
D2951	Pin retention - per tooth, in addition to restoration	None
D2952	Post and core in addition to crown, indirectly fabricated.....	None
D2953	Each additional indirectly fabricated post - same tooth.....	None
D2954	Prefabricated post and core in addition to crown.....	None
D2955	Post removal.....	None
D2957	Each additional prefabricated post - same tooth.....	None
D2960	Labial veneer (resin laminate) - direct.....	35.00
D2961	Labial veneer (resin laminate) - indirect.....	50.00
D2962	Labial veneer (porcelain laminate) - indirect.....	50.00
D2971	Additional procedure to construct new crown under existing partial denture framework.....	25.00
D2975	Coping	45.00
D2990	Resin infiltration of incipient smooth surface lesions.....	None

ENDODONTICS

D3110	Pulp cap - direct (excluding final restoration).....	None
D3120	Pulp cap - indirect (excluding final restoration)	None
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament	None
D3221	Pulpal debridement, primary and permanent teeth	None
D3222	Partial pulpotomy for apexogenesis - permanent tooth with incomplete root development.....	None
D3230	Pulpal therapy (resorbable filling) - anterior, primary tooth (excluding final restoration).....	20.00
D3240	Pulpal therapy (resorbable filling) - posterior, primary tooth (excluding final restoration.....	20.00

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D3310	Endodontic therapy, anterior tooth (excluding final restoration).....	20.00
D3320	Endodontic therapy, premolar tooth (excluding final restoration).....	20.00
D3330	Endodontic therapy, molar tooth (excluding final restoration).....	20.00
D3331	Treatment of root canal obstruction; non-surgical access ...	20.00
D3332	Incomplete endodontic therapy, inoperable, unrestorable or fractured tooth.....	10.00
D3333	Internal root repair of perforation defects	20.00
D3346	Retreatment of previous root canal therapy - anterior.....	20.00
D3347	Retreatment of previous root canal therapy, premolar.....	20.00
D3348	Retreatment of previous root canal therapy, molar.....	20.00
D3351	Apexification/recalcification- initial visit (apical closure /calcific repair of perforations, root resorption, etc.....	None
D3352	Apexification/recalcification- interim medication replacement.....	None
D3353	Apexification/recalcification - final visit (includes completed root canal therapy - apical closure/calcific repair of perforations, root resorption, etc)	None
D3355	Pulpal regeneration - initial visit	None
D3356	Pulpal regeneration - interim medication replacement.....	None
D3357	Pupal regeneration - completion of treatment.....	20.00
D3410	Apicoectomy - anterior	20.00
D3421	Apicoectomy - premolar (first root)	20.00
D3425	Apicoectomy - molar (first root).....	20.00
D3426	Apicoectomy (each additional root).....	20.00
D3430	Retrograde filling, per root.....	None
D3450	Root amputation, per root.....	None
D3471	Surgical repair of root resorption – anterior.....	20.00
D3472	Surgical repair of root resorption – premolar.....	30.00
D3473	Surgical repair of root resorption – molar.....	40.00
D3920	Hemisection (including any root removal), not including root canal therapy	100.00
D3950	Canal preparation and fitting of preformed dowel or post.....	None

PERIODONTICS

D4210	Gingivectomy or gingivoplasty - four or more contiguous teeth or tooth bounded spaces per quadrant.....	80.00
D4211	Gingivectomy or gingivoplasty - one to three contiguous teeth or tooth bounded spaces per quadrant.....	40.00
D4212	Gingivectomy or gingivoplasty to allow access for restorative procedure, per tooth.....	40.00
D4230	Anatomical crown exposure - four or more contiguous teeth or tooth bounded spaces per quadrant...	200.00
D4231	Anatomical crown exposure - one to three teeth or contiguous teeth or tooth bounded spaces per quadrant...	150.00
D4240	Gingival flap procedure, including root planing - four or more contiguous teeth or tooth bounded spaces per quadrant	200.00

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D4241	Gingival flap procedure, including root planing - one to three contiguous teeth or tooth bounded spaces per quadrant	150.00
D4245	Apically positioned flap	300.00
D4249	Clinical crown lengthening - hard tissue	200.00
D4260	Osseous surgery (including elevation of a full thickness flap and closure) – four or more contiguous teeth or tooth bounded spaces per quadrant.....	300.00
D4261	Osseous surgery (including elevation of a full thickness flap and closure) – one to three contiguous teeth or tooth bounded spaces per quadrant.....	200.00
D4263	Bone replacement graft - retained natural tooth - first site in quadrant.....	200.00
D4264	Bone replacement graft - retained natural tooth - each additional site in quadrant.....	100.00
D4266	Guided tissue regeneration - resorbable barrier, per site....	230.00
D4267	Guided tissue regeneration - nonresorbable barrier, per site (includes membrane removal).....	225.00
D4268	Surgical revision procedure, per tooth	435.00
D4270	Pedicle soft tissue graft procedure.....	445.00
D4273	Autogenous connective tissue graft procedure (including donor and recipient surgical sites) first tooth, implant, or edentulous tooth position in graft.....	350.00
D4274	Mesial/distal wedge procedure, single tooth (when not performed in conjunction with surgical procedures in the same anatomical area).....	200.00
D4275	Non-autogenous connective tissue graft (including recipient site and donor material) first tooth, implant, or edentulous tooth position in graft.....	250.00
D4277	Free soft tissue graft procedure (including recipient and donor surgical sites) first tooth, implant or edentulous tooth position in graft.....	275.00
D4278	Free soft tissue graft procedure (including recipient and donor surgical sites) each additional contiguous tooth, implant or edentulous tooth position in same graft site.....	100.00
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.....	350.00
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	250.00
D4320	Provisional splinting - intracoronal	160.00
D4321	Provisional splinting - extracoronal.....	150.00
D4341	Periodontal scaling and root planing, four or more teeth per quadrant	None
D4342	Periodontal scaling and root planing, 1-3 teeth, per quadrant.....	None

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D4346	Scaling in presence of generalized moderate or severe gingival inflammation - full mouth, after oral evaluation.	None
D4355	Full mouth debridement to enable a comprehensive oral evaluation and diagnosis on a subsequent visit.....	None
D4381	Localized delivery of antimicrobial agents via controlled release vehicle into diseased crevicular tissue, per tooth	25.00
D4910	Periodontal maintenance (limited to 1 per 6 months).....	None
D4921	Gingival irrigation - per quadrant	25.00

DENTURES *(Add lab cost of any gold)*

D5110	Complete denture - maxillary	45.00
D5120	Complete denture - mandibular	45.00
D5130	Immediate denture - maxillary	45.00
D5140	Immediate denture - mandibular	45.00
D5211	Maxillary partial denture - resin base (including retentive/clasping materials, rests, and teeth).....	45.00
D5212	Mandibular partial denture - resin base (including retentive/clasping materials, rests, and teeth).....	45.00
D5213	Maxillary partial denture - cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth).....	45.00
D5214	Mandibular partial denture - cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth).....	45.00
D5221	Immediate maxillary partial denture – resin base (including retentive/clasping materials, rests and teeth).....	95.00
D5222	Immediate mandibular partial denture – resin base (including retentive/clasping materials, rests and teeth).....	95.00
D5223	Immediate maxillary partial denture – cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth).....	95.00
D5224	Immediate mandibular partial denture – cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth).....	95.00
D5225	Maxillary partial denture - flexible base (including retentive/clasping materials, rests and teeth).....	245.00
D5226	Mandibular partial denture - flexible base (including retentive/clasping materials, rests and teeth).....	245.00
D5282	Removable unilateral partial denture – one piece cast metal (including retentive/clasping materials, rests, and teeth), maxillary.....	45.00
D5283	Removable unilateral partial denture – one piece cast metal (including retentive/clasping materials, rests, and teeth), mandibular.....	45.00
D5284	Removable unilateral partial denture – once piece flexible base (including retentive/clasping materials, rests, and teeth) – per quadrant.....	245.00

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D5286	Removable unilateral partial denture – one piece resin (including retentive/clasping materials, rests, and teeth) – per quadrant.....	245.00
ADJUSTMENT, REPAIR AND RELINE DENTURES		
D5410	Adjust complete denture - maxillary	None
D5411	Adjust complete denture - mandibular	None
D5421	Adjust partial denture - maxillary	None
D5422	Adjust partial denture - mandibular.....	None
D5511	Repair broken complete denture base, mandibular	5.00
D5512	Repair broken complete denture base, maxillary	5.00
D5520	Replace missing or broken teeth – complete denture (each tooth).....	5.00
D5611	Repair resin denture base, mandibular	5.00
D5612	Repair resin denture base, maxillary	5.00
D5621	Repair cast partial framework, mandibular	5.00
D5622	Repair cast partial framework, maxillary	5.00
D5630	Repair or replace broken retentive/clasping materials per tooth.....	5.00
D5640	Replace broken teeth - per tooth.....	5.00
D5650	Add tooth to existing partial denture	5.00
D5660	Add clasp to existing partial denture.....	5.00
D5670	Replace all teeth and acrylic on cast metal framework (maxillary)	30.00
D5671	Replace all teeth and acrylic on cast metal framework (mandibular).....	30.00
D5710	Rebase complete maxillary denture	10.00
D5711	Rebase complete mandibular denture	10.00
D5720	Rebase maxillary partial denture	10.00
D5721	Rebase mandibular partial denture	10.00
D5730	Reline complete maxillary denture (direct).....	10.00
D5731	Reline complete mandibular denture (direct).....	10.00
D5740	Reline maxillary partial denture (direct).....	10.00
D5741	Reline mandibular partial denture (direct)	10.00
D5750	Reline complete maxillary denture (indirect)	10.00
D5751	Reline complete mandibular denture (indirect)	10.00
D5760	Reline maxillary partial denture (indirect)	10.00
D5761	Reline mandibular partial denture (indirect)	10.00
D5810	Interim complete denture (maxillary).....	None
D5811	Interim complete denture (mandibular).....	None
D5820	Interim partial denture (including retentive/clasping materials, rests, and teeth), maxillary.....	None
D5821	Interim partial denture (including retentive/clasping materials, rests, and teeth), mandibular.....	None
D5850	Tissue conditioning, maxillary	None
D5851	Tissue conditioning, mandibular	None
D5863	Overdenture - complete maxillary	270.00
D5864	Overdenture - partial maxillary	270.00
D5865	Overdenture - complete mandibular	270.00
D5866	Overdenture - partial mandibular	270.00

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
IMPLANTS		
<i>Implant services are covered only when performed by a participating general dentist.</i>		
D6010	Surgical placement of implant body: endosteal implant....	1500.00
D6011	Surgical access to an implant body (second stage implant surgery).....	200.00
D6051	Interim abutment.....	200.00
D6056	Prefabricated abutment- includes modification and placement.....	450.00
D6057	Custom fabricated abutment- includes placement.	450.00
D6058	Abutment supported porcelain/ceramic crown.....	1000.00
D6059	Abutment supported porcelain fused to metal crown (high noble metal).....	1150.00
D6060	Abutment supported porcelain fused to metal crown (predominantly base metal).	1000.00
D6061	Abutment supported porcelain fused to metal crown (noble metal).	1125.00
D6062	Abutment supported cast metal crown (high noble metal).	1150.00
D6063	Abutment supported cast metal crown (predominantly base metal).	1000.00
D6064	Abutment supported cast metal crown (noble metal).....	1125.00
D6065	Implant supported porcelain/ceramic crown.	1000.00
D6066	Implant supported crown-porcelain fused to high noble alloys.....	1150.00
D6067	Implant supported crown - high noble alloys.....	1150.00
D6068	Abutment supported retainer for porcelain/ceramic FPD	1000.00
D6069	Abutment supported retainer for porcelain fused to metal FPD (high noble metal).....	1150.00
D6070	Abutment supported retainer for porcelain fused to metal FPD (predominantly base metal).	1000.00
D6071	Abutment supported retainer for porcelain fused to metal FPD (noble metal).	1125.00
D6072	Abutment supported retainer for cast metal FPD (high noble metal).....	1150.00
D6073	Abutment supported retainer for cast metal FPD (predominantly base metal).	1000.00
D6074	Abutment supported retainer for cast metal FPD (noble metal).	1125.00
D6075	Implant supported retainer for ceramic FPD.....	1000.00
D6076	Implant supported retainer for FPD - porcelain fused to high noble alloys.....	1150.00
D6077	Implant supported retainer for metal FPD high noble alloys.....	1150.00
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.....	2.00
D6082	Implant supported crown - porcelain fused to predominantly base alloys.....	1000.00

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D6083	Implant supported crown - porcelain fused to noble alloys.....	1150.00
D6084	Implant supported crown - porcelain fused to titanium and titanium alloys.....	1150.00
D6085	Provisional implant crown.	200.00
D6086	Implant supported crown - predominantly base alloys....	1150.00
D6087	Implant supported crown - noble alloys.....	1150.00
D6088	Implant supported crown - titanium and titanium alloys..	1150.00
D6092	Re-cement or re-bond implant/abutment supported crown.	30.00
D6093	Re-cement or re-bond implant/abutment supported fixed partial denture	40.00
D6094	Abutment supported crown- titanium and titanium alloys.....	650.00
D6097	Abutment supported crown - porcelain fused to titanium and titanium alloys.....	1150.00
D6098	Implant supported retainer - porcelain fused to predominantly base alloys.....	1150.00
D6099	Implant supported retainer for FPD - porcelain fused to noble alloys	1150.00
D6104	Bone graft at time of implant placement.	195.00
D6110	Implant/abutment supported removable denture for edentulous arch- maxillary	2300.00
D6111	Implant /abutment supported removable denture for edentulous arch- mandibular	2300.00
D6112	Implant/abutment supported removable denture for partially edentulous arch- maxillary	2300.00
D6113	Implant/abutment supported removable denture for partially edentulous arch- mandibular	2300.00
D6120	Implant supported retainer – porcelain fused to titanium and titanium alloys.....	1150.00
D6121	Implant supported retainer for metal FPD – predominantly base alloys.....	1150.00
D6122	Implant supported retainer for metal FPD – noble alloys.....	1150.00
D6123	Implant supported retainer for metal FPD – titanium and titanium alloys.....	1150.00
D6191	Semi-precision abutment – placement	200.00
D6192	Semi-precision attachment – placement	200.00
D6194	Abutment supported retainer crown for FPD - titanium and titanium alloys.....	650.00
D6195	Abutment supported retainer - porcelain fused to titanium and titanium alloys.....	650.00

BRIDGES *(There is an additional \$50 for porcelain butt margin, and \$200 for specialized crowns such as Lava, Captek, Empress, Procera, etc.)*

D6205	Pontic - indirect resin-based composite	45.00
-------	---	-------

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D6210	Pontic - cast high noble metal	145.00
D6211	Pontic - cast predominantly base metal	35.00
D6212	Pontic - cast noble metal	115.00
D6214	Pontic - titanium and titanium alloys.....	35.00
D6240	Pontic - porcelain fused to high noble metal	155.00
D6241	Pontic - porcelain fused to predominantly base metal.....	45.00
D6242	Pontic - porcelain fused to noble metal.....	125.00
D6243	Pontic - porcelain fused to titanium and titanium alloys...	125.00
D6245	Pontic - porcelain/ceramic	45.00
D6250	Pontic - resin with high noble metal	155.00
D6251	Pontic - resin with predominantly base metal.....	45.00
D6252	Pontic - resin with noble metal.....	125.00
D6253	Provisional pontic– further treatment or completion of diagnosis necessary prior to final impression	200.00
D62SC	Pontic - specialty upgrade	200.00
D6545	Retainer - cast metal for resin bonded fixed prosthesis.....	45.00
D6548	Retainer - porcelain/ceramic for resin bonded fixed prosthesis.....	45.00
D6549	Resin retainer - for resin bonded fixed prosthesis.....	45.00
D6600	Inlay - porcelain/ceramic, two surfaces.....	35.00
D6601	Retainer inlay - porcelain/ceramic, three or more surfaces.....	35.00
D6602	Retainer inlay - cast high noble metal, two surfaces.....	145.00
D6603	Retainer inlay - cast high noble metal, three or more surfaces.....	145.00
D6604	Retainer inlay - cast predominantly base metal, two surfaces.....	35.00
D6605	Retainer inlay - cast predominantly base metal, three or more surfaces.....	35.00
D6606	Retainer inlay - cast noble metal, two surfaces.....	115.00
D6607	Retainer inlay - cast noble metal, three or more surfaces.....	115.00
D6608	Retainer onlay - porcelain/ceramic, two surfaces.....	35.00
D6609	Retainer onlay - porcelain/ceramic, three or more surfaces.....	35.00
D6610	Retainer onlay - cast high noble metal, two surfaces.....	145.00
D6611	Retainer onlay - cast high noble metal, three or more surfaces.....	145.00
D6612	Retainer onlay - cast predominantly base metal, two surfaces....	35.00
D6613	Retainer onlay - cast predominantly base metal, three or more surfaces.....	35.00
D6614	Retainer onlay - cast noble metal, two surfaces.....	115.00
D6615	Retainer onlay - cast noble metal, three or more surfaces.....	115.00
D6624	Retainer inlay - titanium	35.00
D6634	Retainer onlay - titanium.....	35.00
D6710	Retainer crown - indirect resin based composite.....	80.00
D6720	Retainer crown - resin with high noble metal.....	220.00

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D6721	Retainer crown - resin with predominantly base metal.....	70.00
D6722	Retainer crown - resin with noble metal.....	180.00
D6740	Retainer crown - porcelain/ceramic	70.00
D6750	Retainer crown - porcelain fused to high noble metal	220.00
D6751	Retainer crown - porcelain fused to predominantly base metal.....	70.00
D6752	Retainer crown - porcelain fused to noble metal.....	180.00
D6753	Retainer crown - porcelain fused to titanium and titanium alloys.....	180.00
D6780	Retainer crown - $\frac{3}{4}$ cast high noble metal.....	220.00
D6781	Retainer crown - $\frac{3}{4}$ cast predominantly base metal	70.00
D6782	Retainer crown - $\frac{3}{4}$ cast noble metal.....	180.00
D6783	Retainer crown - $\frac{3}{4}$ porcelain/ceramic.....	80.00
D6784	Retainer crown $\frac{3}{4}$ - titanium and titanium alloys.....	180.00
D6790	Retainer crown - full cast high noble metal.....	220.00
D6791	Retainer crown - full cast predominantly base metal	70.00
D6792	Retainer crown - full cast noble.....	180.00
D6793	Provisional retainer crown— further treatment or completion of diagnosis necessary prior to final impression	200.00
D6794	Retainer crown - titanium and titanium alloys.....	85.00
D67BM	Retainer crown - butt margin.	50.00
D67SC	Retainer crown - specialty upgrade.....	200.00
D6930	Re-cement or re-bond fixed partial denture.....	None

ORAL SURGERY

D7111	Extraction, coronal remnants - primary tooth.....	None
D7140	Extraction, erupted tooth or exposed root (elevation and/or forceps removal)	None
D7210	Extraction, erupted tooth requiring removal of bone and/or sectioning of tooth, and including elevation of mucoperiosteal flap if indicated.....	None
D7220	Removal of impacted tooth (soft tissue).....	None
D7230	Removal of impacted tooth - partially bony.....	None
D7240	Removal of impacted tooth - completely bony.....	None
D7241	Removal of impacted tooth - completely bony, with unusual surgical complications	None
D7250	Removal of residual tooth roots (cutting procedure)	None
D7251	Coronectomy - intentional partial tooth removal.....	None
D7270	Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth	50.00
D7280	Surgical access of an unerupted tooth	None
D7282	Mobilization of erupted or malpositioned tooth to aid eruption.....	200.00
D7283	Placement of device to facilitate eruption of impacted tooth.....	None

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D7285	Incisional biopsy of oral tissue-hard (bone, tooth).....	80.00
D7286	Incisional biopsy of oral tissue- soft.....	75.00
D7288	Brush biopsy - transepithelial sample collection	30.00
D7310	Alveoloplasty in conjunction with extractions - four or more teeth or tooth spaces, per quadrant	None
D7311	Alveoloplasty in conjunction with extractions - one to three teeth or tooth spaces, per quadrant.....	None
D7320	Alveoloplasty not in conjunction with extractions - four or more teeth or tooth spaces, per quadrant	None
D7321	Alveoloplasty not in conjunction with extractions - one to three teeth or tooth spaces, per quadrant.....	None
D7471	Removal of lateral exostosis (maxilla or mandible)	None
D7510	Incision and drainage of abscess - intraoral soft tissue	None
D7511	Incision and drainage of abscess - intraoral soft tissue - complicated (includes drainage of multiple fascial spaces)	50.00
D7961	Buccal / labial frenectomy (frenulectomy).....	None
D7962	<u>Lingual frenectomy (frenulectomy)</u>	None
D7963	Frenuloplasty.....	None
D7970	Excision of hyperplastic tissue - per arch	200.00
D7971	Excision of pericoronal gingiva	None
OTHER		
D9110	Palliative (emergency) treatment of dental pain - minor procedure.....	None
D9120	Fixed partial denture sectioning.....	35.00
D9210	Local anesthesia not in conjunction with operative or surgical procedures	None
D9211	Regional block anesthesia	None
D9212	Trigeminal division block anesthesia	None
D9215	Local anesthesia in conjunction with operative or surgical procedures	None
D9310	Consultation - diagnostic service provided by dentist or physician other than requesting dentist or physician	None
D9430	Office visit for observation (during regularly scheduled hours) - no other services performed.....	None
D9440	Office visit - AFTER regularly scheduled hours	None
D9450	Case presentation, detailed and extensive treatment planning.....	None
D9610	Therapeutic parenteral drug, single administration.	15.00
D9612	Therapeutic parenteral drugs, two or more administrations, different medications	30.00
D9613	Infiltration of sustained release therapeutic drug- single or multiple sites.....	30.00
D9630	Drugs or medicaments dispensed in the office for home use.....	25.00
D9910	Application desensitizing medicament.	None
D9911	Application of desensitizing resin for cervical and/or root surface, per tooth.	None
D9932	Cleaning and inspection of removable complete denture, maxillary	5.00

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
D9933	Cleaning and inspection of removable complete denture, mandibular	5.00
D9934	Cleaning and inspection of removable partial denture, maxillary	5.00
D9935	Cleaning and inspection of removable partial denture, mandibular	5.00
D9941	Fabrication of athletic mouthguard.....	100.00
D9942	Repair and/or relining of occlusal guard.....	90.00
D9943	Occlusal guard adjustment.....	15.00
D9944	Occlusal guard- hard appliance, full arch.	None
D9945	Occlusal guard- soft appliance, full arch.	None
D9951	Occlusal adjustment - limited.	35.00
D9952	Occlusal adjustment - complete	75.00
D9961	Duplicate/copy patient's records	None
D9970	Enamel microabrasion.	20.00
D9971	Odontoplasty - per tooth.....	10.00
D9972	External bleaching - per arch - performed in office.....	200.00
D9973	External bleaching - per tooth.....	100.00
D9974	Internal bleaching - per tooth.....	100.00
D9975	External bleaching for home application, per arch; includes materials and fabrication of custom trays.....	200.00
D9990	Certified translation or sign-language services per visit.....	None
D9991	Dental case management - addressing appointment compliance barriers	None
D9992	Dental case management - care coordination.	None
D9993	Dental case management - motivational interviewing.....	None
D9994	Dental case management - patient education to improve oral health literacy.....	None
D00SO	Second opinion.	20.00

Services when Performed by a Participating Dental Health Services Dentist

CODE	SERVICE	COPAYMENT
------	---------	-----------

ORTHODONTICS: Services when Performed by a Participating Dental Health Services Orthodontist

Please contact your Member Service Specialist at 866-644-5444 for a list of participating orthodontists. All of the following orthodontic treatment codes may be used more than once for the treatment of a particular patient depending on the particular circumstance. *There are additional fees for orthodontic care.*

D8660	Consultation fee.....	None
D8670	Periodic Orthodontic Treatment Visit.....	15.00
	Initial, mid, and final records if performed at a UTU select office.....	80.00
	Mixed detention – phase 1.....	450.00
	Palatal expansion	350.00
	Rapid palatal expansion.....	550.00
	Functional appliance (Bionator-Frankel).....	550.00
	Headgear.....	350.00
	Simple crossbite	275.00
	Partial band, child (ages 10-19), preventive orthodontics....	250.00
	Partial band, child (ages 10-19), interceptive orthodontics..	250.00
	Full band, less than 12 mo. tx, child (ages 10-19), UTU select office.....	350.00
	Full band, 12-24 mo. tx, child (ages 10-19), UTU select offices.....	500.00
	Partial band, adult, network office.....	1450.00
	Partial band, adult, UTU select office.....	1250.00
	Full band, less than 12 mo. tx, adult, network office.....	1650.00
	Full band, less than 12 mo. tx, adult, UTU select offices..	1450.00
	Full band, 12-24 mo. tx, adult, network office.....	1850.00
	Full band, 12-24 mo. tx, adult, UTU select offices	1650.00
D8680	Retention appliance, after ortho treatment, per arch.	50.00
D8681	Removable orthodontic retainer adjustment.....	15.00

Many orthodontic appliances and services not listed here are available at additional copayments. Full-time employees and their dependents, including children up to the age of 26, are eligible for orthodontic treatment when indicated at the discretion of the attending orthodontist. (Please note that children must be at least 10 years old prior to full banded treatment.) Treatment is provided at numerous offices and additional “network” offices for adults are available. For further information, call Dental Health Services at 866-644-5444.

The cost difference between covered benefits and procedures not included in this schedule will be charged to patients choosing optional treatments.

Exclusions

The following services are not covered by your dental plan:

- Services that are not consistent with professionally recognized standards of practice.
- Optional services: when the patient selects a plan of treatment that is considered optional or unnecessary by the attending dentist, the additional cost is the responsibility of the patient.
- Cosmetic services, for appearance only.
- General anesthesia, including intravenous and inhalation sedation.
- Dispensing of drugs not normally supplied in a dental office.
- Hospitalization charges, dental procedures or services rendered while patient is hospitalized.
- Replacement of lost or broken orthodontic or removable prosthodontics (denture) appliances.
- Myofunctional and TMJ therapy: procedures for treating/training temporomandibular (jaw) joint or muscle disorders.
- Procedures, appliances or restorations (other than fillings) that are necessary for full mouth rehabilitation, to increase arch vertical dimension, or crown/bridgework requiring more than 10 crowns/pontics.
- Procedures performed by a prosthodontist.
- Treatment for malignancies, neoplasms (tumors) and cysts. Dental procedures that cannot be performed in the dental office due to the general health and/or physical limitations of the member.
- Expenses incurred for dental procedures initiated prior to member's eligibility with Dental Health Services, or after termination of eligibility.
- Services that are reimbursed by a third-party such as a medical insurance/health plan or other third-party indemnification.

- Setting of a fracture or dislocation, surgical procedures related to cleft palate, micrognathia or macrognathia, and surgical grafting procedures.
- Coordination of benefits with another prepaid managed care dental plan.
- Surgical intervention in orthodontic cases.
- Changes in orthodontic treatment necessitated by an accident of any kind and retreatment of orthodontic cases.
- Malocclusions so severe or mutilated which are not amenable to routine orthodontic therapy.
- Services not specifically covered on the Schedule of Covered Services and Copayments.

Limitations on Benefits

Restrictions on benefits are applied to the following services:

Treatment of dental emergencies is limited to treatment that will alleviate acute symptoms and does not include any curative treatment or treatment that can be safely postponed.

Routine teeth cleaning (prophylaxis) is limited to once every 6 months unless additional cleanings are recommended by your dentist. Full mouth x-rays are limited to one set every 3 years if needed.

Covered specialist referrals must be pre-approved by Dental Health Services.

Prosthodontics - replacement will be made of any existing appliance (dentures, etc.) only if it is unsatisfactory and cannot be made satisfactory. Prosthetic appliances will be replaced only after 2 years have elapsed from the time of delivery.

Single unit inlays and crowns are a benefit as provided above only when the teeth cannot be adequately restored with other restorative materials.

Fixed bridges are not a benefit for patients under the age of 16, in the presence of non-supportive periodontal tissue, when edentulous spaces are bilateral in the same arch, when more than four teeth in an arch need to be replaced, to replace missing third molars, or when the prognosis is poor.

Orthodontic fees are based on treatment up to 24 months. Additional treatment or treatment that extends beyond that time may be subject to additional charges.

Services that do not follow Dental Health Services' Benefit Guidelines included in your Trust Fund's Group Service Agreement.

Periodontal scaling and root planning is limited to four quadrants every 6 months and periodontal surgical procedures are limited to four quadrants every 2 years.

Second Opinions

Second dental opinions are a covered benefit and will be approved. Please contact Dental Health Services Member Services if you wish to arrange for a second dental opinion. Appointment arrangements will be made within 5 days for routine second opinions, within 72 hours for serious conditions and immediately for emergencies.

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 enrollee, you may have a right to keep your current dentist for a designated period of time. Please contact your Member Service Specialist at **866-644-5444** or **Membercare@dentalhealthservice.com** 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 non-participating dentist. Your request must be made within 30 days of enrolling. If a good cause exists, an exception to the 30-day time limit will be considered. Dental Health Services, at the request of an enrollee, will provide the completion of covered services for treatment of certain qualifying conditions if the covered services were being provided by a non-participating dentist to a newly covered enrollee at the time his or her coverage became effective. This policy does not apply to a newly covered enrollee covered under an individual subscriber agreement.

CURRENT MEMBERS

You may request continuation of covered services for certain qualifying conditions from your participating dentist in the event that dentist's contract is terminated. Dental Health Services, at the request of an enrollee, 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 30 days of enrolling. If a good cause exists, an exception to the 30-day time

limit will be considered.

QUALIFYING CONDITIONS

The enrollee has a right to complete covered services if his or her 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 an enrollee newborn child between birth and age 36 months, not to exceed 12 months from the contract termination date for current enrollees or 12 months from the effective date of coverage for a newly covered enrollee;

- 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 180 days of the dentist's contract termination for current enrollees or 180 days from the effective date of coverage for newly covered enrollees

All services are subject to Dental Health Services' consent and approval, and agreement by the terminated provider, consistent with good professional practice. You must make a specific request to continue under the care of your current dental provider. Dental Health Services is not required to continue your care with the dental office 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 (DMHC), which protects HMO consumers, by telephone at its toll-free number, **888-466-2219**, at a TDD number for the hearing impaired at **877-688-9891**, or online at www.dmhc.ca.gov.

Coordination of Benefits

Benefits of this dental coverage will be coordinated with the benefits of any indemnity dental coverage that you may have. This plan does not coordinate benefits with other prepaid plans. The total payments by all the programs or policies involved will not be greater than the total cost of services rendered.

Termination of Coverage

Coverage of an individual member may be terminated for any of the following reasons:

- Termination of the agreement with the Trust Fund;
- Failure of a member to meet the eligibility requirements;
- Failure of the subscriber to pay applicable copayments when due;
- Material misrepresentation (fraud) in obtaining coverage;
- Permitting the use of a Dental Health Services membership card by another person, or using another person's membership card to obtain care to which one is not entitled;
- Failure to establish a satisfactory dentist/patient relationship with a Dental Health Services dentist as determined by the inability and/or refusal of two different Dental Health Services dentists to treat the member;
- Failure of the Trust Fund to pay premium in a timely manner;
- Failure to observe civil behavior in dealings with the plan or dentists.

Coverage for a subscriber and their dependents will terminate at the end of the month during which the subscriber leaves the employment of the company or otherwise ceases to be eligible for coverage, except for any of the reasons above, when termination is immediate. In the event coverage is terminated, the member shall become liable for charges resulting from treatment received after termination.

Termination Due to Nonpayment

Benefits under your plan depend on premium payments staying current. Enrollment will be cancelled as of the last day for which payment has been received, subject to compliance with notice requirements. Any service(s) then "in progress" will be completed within 30 days with the member's cooperation. Member will remain liable for the scheduled copayment, if any. We encourage you to make individual arrangements with your dentist for continuing the diagnosed services if group benefits are terminated.

Renewal Provisions

The group contract may be extended or renewed from year-to-year after its initial period by the execution and exchange of an official communication between Dental Health Services and your Trust Fund. The renewed contract will reflect any changes in terms and/or conditions as agreed upon by Dental Health Services and your Trust Fund. This may affect your copayment and/or premium fees. You may obtain information about these charges, if any, during your open enrollment period or by contacting your Member Service Specialist at **866-644-5444**.

Individual Coverage

Your coverage ceases on the last day of the month in which you are eligible and for which premiums have been paid. When membership ceases due to loss of eligibility, you may join Dental Health Services' SmartSmilesm Individual Dental Plan, without evidence of acceptability, by contacting your Member Service Specialist. Dental Health Services will issue an individual membership plan application. The effective date of individual coverage shall commence at the time the group membership coverage ends if timely premium is received. You may call Member Services for more information about individual dental plans. Your Member Service Specialist will be happy to help you!

COBRA (Consolidated Omnibus Budget Reconciliation Act)

If you qualify for continuing coverage through COBRA, Dental Health Services can provide ongoing benefits through your Trust Fund. Please contact your Trust Fund or Dental Health Services for additional information.

COBRA DEFINITIONS

Continuation Coverage: extended coverage under the Dental Health Services Dental Plan in which an Eligible Employee or Eligible Dependent is currently enrolled, or, in the case of a termination of the dental plan or an employer open enrollment period, extended coverage under the group dental plan currently offered by the employer.

Eligible Employee: a person eligible to participate as a subscriber in the Dental Health Services health plan contracted by his/her employer.

Eligible Dependent: a person, other than the covered employee, qualifying for coverage as an enrollee under the terms of such a group contract.

Qualified Beneficiary: any individual who, on the day before the occurrence of a “qualifying event” is an enrollee in a Dental Health Services dental plan and has one or more of the following occur:

- Death of the covered employee;
- Loss of eligible employee status by termination or reduction in hours of employment, except that termination for gross misconduct is not a qualifying event;
- Divorce or legal separation of the covered employee from the covered employee’s spouse;
- Loss of dependent status by an enrollee who is a dependent;
- With respect to a covered dependent, the covered employee’s entitlement to benefits under Medicare.

If you are eligible as a qualified beneficiary and desire continuation of coverage with Dental Health Services, you must request the continuation of coverage in writing. In order to qualify, Dental Health Services must receive the notice within 60 days following the latter of:

- The date your coverage under the Dental Health Services dental plan terminated or will terminate by reason of a qualifying event, or
- The date you were sent notice from Dental Health Services, or from the Trust Fund, setting forth necessary premium information, enrollment forms and other information necessary to allow you to formally select continuation of coverage.

If you elect continuation of coverage you must pay the appropriate premium to the Trust Fund within 60 days from the date you gave notice of your election to continue coverage. Your payment must equal an amount sufficient to pay all premiums due at that time. Failure to submit the correct premium amount within the 60-day period will disqualify you and your dependents from receiving continuation of coverage.

If you are a qualified beneficiary and receiving continuation of coverage from a dental plan, and if that coverage terminates because the dental plan contract with your Trust Fund is terminated, you may continue coverage under the successor plan for the balance of the period that you would have remained covered under the terminated plan. However, continuation coverage shall terminate if you fail to comply with the requirements pertaining to enrollment in and payment of premiums to the new dental plan within 30 days of receiving notice of termination of the prior dental plan.

Dental Health Services may contract with your Trust Fund to perform administrative functions in connection with continuation coverage. If you experience a qualifying event you should, as a precaution, send the required notification to both Dental Health Services and your Trust Fund.

If you have any questions concerning continuation coverage, you may contact your Member Service Specialist at **866-644-5444**.

Member Services

Dental Health Services is partly owned by its employees; they join management in making great efforts to see that you are served well. If you have questions, concerns, comments, or complaints about our services, personnel, or facilities, please comment in writing or by phone. Inquiries affecting emergency services are responded to immediately. In an urgent situation decisions regarding care will be made within 72 hours. Decisions affecting routine services are made within 5 business days. When Dental Health Services is unable to receive all the information necessary for a decision, the member and the provider are notified within 5 business days of the progress.

All communication should be directed to:

Dental Health Services

Member Services

3780 Kilroy Airport Way Suite 750

Long Beach, CA 90806

866-644-5444

Grievance Process

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 Participating Dentist. For assistance, you may contact your Member Services Specialist by calling 866-644-5444, mailing a letter to

Member Services, Dental Health Services, 3780 Kilroy Airport Way Suite 750, Long Beach, CA 90806, or by emailing grievanceweb@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 an Adverse Determination of a pre-authorization or a claim for a 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 an Independent Medical Review with the Department of Managed Health-Care within 180 days of exhausting the Grievance process.

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 866-644-5444 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 investigative in nature and payment disputes for emergency or urgent medical services.

The department also has a toll- free telephone number (1-888-466-2219) and a TDD line (1-877-688-9891) for the hearing and speech impaired. The department's internet website <http://www.dmhc.ca.gov> has complaint forms, IMR application forms and instructions online.

Cancellation Grievance Process

If you believe your Plan coverage or contract has been or will be improperly canceled, rescinded, or not renewed; you have at least 180 days from notice of cancellation to file a grievance with

Dental Health Services or the Department of Managed Health Care.

Dental Health Services will treat such a grievance as an ‘urgent grievance’ providing you and the DMHC with an acknowledgement within three (3) calendar days of the receipt of such a grievance.

If the DMHC determines a proper grievance exists, the DMHC will notify Dental Health Services within two (2) business days that the complaint is a proper grievance. Within one (1) business day of the receipt of this notice from the DMHC, Dental Health Services shall provide a copy of all information used to make its coverage cancellation decision with the DMHC.

The DMHC will deliver their final determination to you and Dental Health Services within thirty (30) calendar days or at their discretion.

For additional information, please contact the Dental Health Services Member Services department or your Trust Fund administrator.

Your Privacy and Confidentiality 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 access and control your information. Please review it carefully. This notice is updated effective June 1, 2020. Dental Health Services is devoted to protecting your privacy and the confidentiality of your dental, medical, and personal health information. We do not sell our Member information. Your personal information will not be disclosed to nonaffiliated third parties, unless permitted or required by law, or authorized in writing by you. Throughout this Notice, unless otherwise stated, your medical and dental health information refers only to information created or received by Dental Health Services and identified in this Notice as Protected Health Information (PHI). Examples of PHI include your name, address, phone number, email address, birthdate, treatment dates and records, enrollment and claims information. 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.

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 treatment, payment, and health care administration. Treatment purposes include disclosures related to facilitating your dental care. Payment purposes include activities to collect Premiums, to determine or maintain Coverage and related data processing, including pre-authorization for certain dental services. Health Care Administration means basic activities essential to Dental Health Services' function as a Limited Health Care Service Contractor, and includes reviewing the qualifications, competence, and service quality of your dental care provider; and providing referrals for Specialists.

In some situations, Dental Health Services is permitted to use and disclose your PHI without your authorization, subject to Limitations imposed by law. These situations include, but are not limited to:

- 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 by contacting Dental Health Services at 866-644-5444 or 1-866-756-4259. This notice is always available at www.dentalhealthservices.com/privacy. All written requests desired or required by this Notice, must be delivered to the address below:

Dental Health Services
Member Services Department
3780 Kilroy Airport Way, Suite 750
Long Beach, CA 90806

- **Personal delivery;**
- **Email delivery: 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 revises this Notice, it will promptly post the notice on its website and distribute a new version within sixty (60) days of revision. 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. 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 (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. 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/. You may express dissatisfaction about Dental Health Services' privacy policy in writing to Dental Health Services, 3780 Kilroy Airport Way Suite 750, Long Beach, CA 90806 Attn: Member Satisfaction Assurance Specialist. 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 866-644-5444 or 1-866-756-4259 during regular office hours or by email at Membercare@dentalhealthservices.com We are eager to assist you.

Public Policy Committee

As a member of a Dental Health Services dental plan, 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. At any time, you are welcome to send your comments in writing to the Dental Health Services Public Policy Committee.

Remember, your ideas are valuable and can help Dental Health Services provide an even better dental plan for you and your family. Thank you!

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 or visit your local DMV office for a donor card.

**UTU-MTA Health & Insurance
Benefit Trust Fund
15999 Cypress Avenue
Irwindale, CA 91706
213-624-6487
626-962-1762
www.utu-mtatrustfund.com**

**Dental Health Services
3780 Kilroy Airport Way Suite 750
Long Beach, CA 90806
www.dentalhealthservices.com**

**Member Services
UTU Member Hotline
866-644-5444
membercare@dentalhealthservices.com**



A Great Reason to Smilesm