

## Coronavirus updates and guidance for dental procedures

Delta Dental of Oregon has received questions and concerns about the novel coronavirus (respiratory illness), COVID-19 and would like to keep you informed with the most-up-to-date information as it relates to your health and benefits.

Governor Kate Brown lifted the ban on non-emergency care effective May 1, 2020. This means that dental offices will start to re-open. The Oregon Health Authority has also issued guidance to dental offices to help ensure a safe environment for patients and dental office staff.

If you need care that was delayed because of COVID-19, call your provider to schedule either in-person or teledentistry appointments. Your provider may also call you to schedule treatment. A limited exam conducted via teledentistry is now a covered benefit and will be billed as Class 1 (preventive) services.

Or, you can now use our digital Dental Tools to request a virtual checkup or emergency consultation from a Delta Dental Provider if:

- You do not have a current dentist
- You do not feel comfortable visiting a dental office
- Your dentist's office has remained closed due to COVID-19

Teledentistry, a version of telehealth, is the use of telecommunication to have an appointment with a dental provider. It often includes two way video, telephone, email, text or chat. We have expanded our dental coverage options so that you can receive dental care through teledentistry instead of physically going to see in-network dental providers, when needed.

If your dentist is offering teledentistry appointments, they will tell you how to contact them for your appointment. If you do not have a dentist, log in or create a Member Dashboard account on myModa.com. Once you've logged in to your Member Dashboard:

1. Click on the "Dental Tools" tab at the top of the page
2. Request either a Virtual Checkup or an Emergency Consult
3. Answer the questions and upload photos of your dental issue, if applicable

After you submit your responses, they will be shared with the closest available in network provider. The provider will then review your request and contact you.

- If you need to find a provider, you can search for one using Find Care in [myModa](#). If you have questions or need help finding a provider, call us at the Dental Customer Service number on your identification card.
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- You can find more information regarding what to expect when you visit a dental office by visiting the [ADA](#) website.

We also want to assure you that we are dedicated to business continuity during the outbreak. We have a large number of employees across the organization that work from home on a full or part-time basis and have increased that capacity. We are fully operational and are committed to processing claims in a timely manner. Customer service is available during our regular scheduled hours.