



For our customers affected by California wildfires

November 2018

Delta Dental update

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

While dental care may not be top of mind for those affected by these devastating fires, enrollees and their family members may face dental emergencies or require ongoing dental treatment. We're here to help provide access to care and customer support during this difficult time.

In addition to providing access to care, we're working to ensure the timely payment of claims and provide assistance in obtaining dental records if needed.

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

Enrollees with special situations, or with any other extenuating circumstances resulting from these wildfires, may call their Delta Dental customer service center for assistance. Enrollees should also contact customer service if a dentist is not available due to this emergency. You can find [contact information](#) and an online [customer service form](#) on our website.

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