

[Date]

[Subscriber First Name] [Subscriber Last Name]

[Subscriber Last Name]

[Subscriber City], [Subscriber Last Name]

Dear [Subscriber First Name],

I want you to know that [Dentist Name] at [location] **will no longer be a member of the Delta Dental® networks. This change will happen on September 30, 2019.** This means you and your family may pay more to get care with this dentist after September 30.

Where you get your care is your choice. With Delta Dental, you have many options.

You can stay with your current dentist. Just keep in mind that because he or she isn't in our network at this location anymore, your costs will likely be higher. You may also be asked to pay up front for your visit, and you may have to submit your own claims for reimbursement. If you want to stay with this dentist, ask if he or she is part of the Delta Dental networks at a different dentist office location.

The good news is that nearly every other dentist in the state is in our networks. This means you should be able to find a number of Delta Dental dentists near your home, school, or work.

The benefits of picking a Delta Dental dentist are clear:

- Lower out of pocket costs, so your benefits last longer
 - We negotiate discounts on covered care to maximize your benefits.
 - Delta Dental network dentists agree not to bill patients for differences between the Delta Dental contracted fees and their typical charges.
- Policies and procedures that protect you
 - Delta Dental dentists meet professionally required credentialing standards.
 - Our consumer protection policies guard against unnecessary dental services and costs.



Money-saving Tip:

As you look for a new dentist, consider one in our Delta Dental PPOSM network. This is a high-quality network that offers significant discounts.

Step 1: Choose a new dentist

If you want to find a new dentist in one of our networks, just visit www.DeltaDentalMA.com. Click on the Find a Dentist link at the top of the page and then pick the network listed on your member ID card. Follow the instructions to search by your location and find a dentist near you. Then, call the new dentist and schedule your next appointment. You can also call us at the phone number on your member ID card and we can help you.

Please take a moment to download the Delta Dental Mobile App. It will help you track your claims and coverage. There's even a toothbrush timer to support your daily oral health routine!

Step 2: Transfer your records and schedule preventive care

Once you've picked your new dentist, call your current dentist. You'll want to cancel scheduled appointments and ask to have your dental records transferred to the new dentist.

If you have any questions, please call us at the number on your ID card.

Delta Dental is glad to have you as a member. We are dedicated to helping you get the dental care you need to keep your smile healthy.

Thank You,

Delta Dental of Massachusetts

Corporate Office:
DELTA DENTAL OF MASSACHUSETTS
465 Medford Street
Boston, MA 02129-1454

Mailing Address:
DELTA DENTAL OF MASSACHUSETTS
P.O. Box 9695
Boston, MA 02114-9695

Telephone: 617-886-1000
Fax: 617-886-1199
www.deltadentalma.com