

*DENTAL EXPLANATION OF BENEFITS: NEW AND
VALUABLE CHANGES!*



Effective July 2003, you will notice several improvements to the Dental Explanation of Benefits (DEOB) process to assist our dentists and members! The key changes are:

- ✓ **All Providers of Service** will receive a DEOB, regardless of participation status and assignment of benefits.
- ✓ **Members** will receive DEOBs when encounters are processed and specialty care services are rendered. The information supplied is limited to the co-payment and deductible for covered services.
- ✓ **DHMO facilities** will receive DEOBs for all encounters submitted and processed.

United Concordia offers three user-friendly, automated systems to answer any questions you may have on these changes, as well as other benefit-related concerns. For your convenience, our systems are available 24 - hours a day, 7 days a week!

- ◆ **My Patients' Benefits (Dentists Only) and My Dental Benefits (Members Only)** - FREE online service gives you instant access to claims payment, benefits and other valuable information. Register online today at www.unitedconcordia.com for instant access!
- ◆ **Interactive Voice Response System (IVR)** - access to claims related information at your fingertips by dialing 1-800-332-0366 for Dental Customer Service or 1-800-866-8499 for TDP Customer Service.