

United Concordia Wins Dental Benefits Contract for U.S. Public Health Service

Program provides comprehensive coverage, superior service to Commissioned Corps Officers

HARRISBURG, Pa. (March 16) – United Concordia Companies, Inc., announced today that it has been awarded a four-year contract with the United States Department of Health and Human Services to provide dental benefits for 6,000 Public Health Service (PHS) Commissioned Corps officers nationwide. United Concordia currently administers the TRICARE Dental Program for the Department of Defense.

Beginning May 1, United Concordia's Public Health Service Pilot Dental Program will be offered to the PHS Commissioned Corps.

To ensure beneficiaries have access to qualified providers, United Concordia will use its National Fee For Service (NFFS) network of 56,000 participating dentists nationwide. "United Concordia and the staff who will support this new contract are uniquely qualified to provide the top-notch service to the PHS employees because we understand federal government culture, and can give personal service to the processing of claims and inquiries," said Lynne Hamilton, Vice President of Operations.

PHS Pilot Dental Program beneficiaries will have access to United Concordia's Interactive Voice Response (IVR) system, which provides telephone access to benefit information 7 days a week, 24 hours a day. In addition, members may gain instant, secure access to their personal data using United Concordia's web-based resource, called *My Dental Benefits*. With *My Dental Benefits* or IVR, members will be able to view all of their dental insurance information, including eligibility and past treatment information, and check the status of a claim.

"United Concordia is pleased to be selected to provide coverage to PHS and looks forward to a strong business relationship with them in this important program," said Hamilton.

PHS Commissioned Corps officers are Uniformed Service public health professionals who are assigned to federal, state or local agencies or international organizations to support public health-related missions by providing rapid and effective response to public health needs, leadership and excellence in public health practices, and the advancement of public health science. The mission of

the PHS Commissioned Corps is to protect, promote, and advance the health and safety of the nation.

About United Concordia

United Concordia Companies, Inc., headquartered in Harrisburg, Pa., is the fifth largest dental insurer in the country with more than 6.5 million members worldwide. In 2004, United Concordia processed more than 11 million claims and attained revenues of \$1 billion. For more information about United Concordia, visit www.unitedconcordia.com.