

UNITED CONCORDIA® DENTAL

Protecting More Than Just Your Smile®



July 1, 2022

LADWP Open Enrollment

DHMO Presentation



DHMO Plan Overview – Same DHMO Plan



- **No** deductibles
- **No** annual maximums
- **No** claim forms
- **No** pre-existing conditions
- **No** waiting periods
- Must select **Concordia Plus DHMO** Primary Care Dental Office (PDO)
- Each member of the family may select their own PDO

DHMO Plan Overview (Continued)

- Ability to change dental provider monthly if needed
- **Direct access** to specialists (no approvals necessary)
- Member subject to DHMO CA 11 copayments
- **All preventive services covered** with no copayments
- **Small copayments for major procedures** – ex. root canals, white fillings, periodontics, crowns, bridges, etc.
- Adult/Child **orthodontics**
- **Coverage up to \$100 for emergency services** when traveling 50 miles outside of the service area

Enrolling Your Dependent Children

- Recommend enrolling children **by age 2** (dentist recommended)
- Recommend enrolling during annual open enrollment period
- **Children covered to age 26**



Request a Treatment Plan



- Not required though **recommended for major services** (over \$200)
- **Ask your dentist** for a cost estimate prior to obtaining major services
- If you have any further questions on treatment and procedures, call our customer service team!

- ✓ Order ID cards
- ✓ Change DHMO providers
- ✓ Access to bilingual representatives
- ✓ Confirm benefits and enrollment

Customer Service Hours:
Monday - Friday, 5:00am – 5:00pm PST
1-866-851-7568

- 30 second Average Speed to Answer
- No “maximum call time” means no rushing off the phone – **97% first call resolution**
- **Call-back feature available**
- 100% U.S.-based with average **8 years of experience**

Online Tools

www.unitedconcordia.com

The screenshot shows the United Concordia Dental website. At the top left is a phone icon. The logo 'UNITED CONCORDIA® DENTAL' is centered at the top, with a close icon 'X' on the right. The main content area features a large blue banner with the headline 'More Reasons Than Ever to Keep Smiling' and the subtext 'Affordable dental insurance plans. Friendly, fast support service. Access to quality dental care in your community.' Below this is a button labeled 'Go to my dental insurance'. On the right side, a navigation menu is open, listing: 'Log In / Create an Account', a search bar with the text 'How can we help you?', 'Find a Dentist', 'My Benefits', 'Plans We Offer' (with a green plus icon), 'About Us', 'Business Services' (with a green plus icon), 'Help Center', and 'Feedback'. A yellow arrow points from the 'Find a Dentist' link in the menu to the right side of the main banner.

- **Find a Dentist Tool**

- DHMO plan – select **Concordia Plus General Dentist DHMO**
- Enter zip code to find an in-network dentist
- Look up DHMO specialists and participating orthodontists

The screenshot shows a web form titled "Find a Dentist in Your Area" with three numbered steps:

- 1 I'm Looking For**: A dropdown menu is set to "Endodontics". Below it is a button labeled "Show Additional Dentist Fields".
- 2 Located Within**: A dropdown menu is set to "25 miles". To its right is a text input field for "Of ZIP Code" containing "17032" with a "5 Digit Number" label below it. Below these are two buttons: "Show Address Search" and "Show County Search".
- 3 My Network Is (Optional)**: A dropdown menu is set to "Concordia Plus General Dentist DHMO".

At the bottom of the form is a blue button labeled "Show Dentists in My Area".

- Access **MyDentalBenefits**

The screenshot shows the 'My Dental Benefits' section of the United Concordia Dental website. It features a navigation menu with 'Members', 'My Dental Benefits', and 'Dental Health Center'. Below the navigation, there are tabs for 'Account Summary', 'Coverage', 'Claims & Deductibles', 'Braces & Orthodontics', 'Forms', and 'Manage Profile'. The 'Claims & Deductibles' section is active, displaying a table of claims and a 'Deductibles' summary.

Member Name	Date of Service	Dentist	Claim Status	Amount We Paid	Need More Details?
John L Member	01/01/2011	Joe Dentist In-Network Dentist	Claim Approved Check issued to Dentist 01/13/2011	\$96.42	View Details
John L Member	12/01/2010 - 01/01/2011	Joe Dentist In-Network Dentist	Claim Approved	\$93.75 - pending -	View Details
Margarita M Member	12/01/2010 - 01/01/2011	Joe Dentist In-Network Dentist	Claim Approved	\$93.75 - pending -	View Details
Joseph Member	12/01/2010 - 01/01/2011	Joe Dentist In-Network Dentist	Claim Approved	\$140.61 - pending -	View Details
Margarita M Member	12/01/2010 - 01/01/2011	Joe Dentist In-Network Dentist	Claim Approved	\$112.50 - pending -	View Details

Deductibles

Yearly Deductibles

To satisfy your deductible, you must either meet all individual deductibles or meet the family deductible:

- Individual Deductible: \$25.00 per member
- Family Deductible: \$75.00 per family

Payments Toward Deductibles

Plan Year: 12/01/2009 - 01/30/2017

Your family deductible has been met.

Member Name	Amount Applied to Deductible
John L Member	Deductible Met
Joseph Member	Deductible Met
Margarita M Member	-

Family Deductible: \$75.00
\$75.00 has been paid

* Dollar amounts are not displayed until a payment has been applied against the deductible.

Access through website or mobile app:

- Find a Dentist tool
- Print ID cards
- Verify eligibility
- View benefit copayment schedule
- Evidence of coverage certificate booklets
- Email customer service
- Oral health information

NEW!! Chat live with Customer Service

Connect directly to a real person. Chat live, while using your **MyDentalBenefits** account.



This online resource of oral health information includes:

- Common treatments & procedures
- Oral hygiene tips
- Emergency information
- Nutrition
- Age-specific information
- Glossary
- Dental education for specific conditions:
 - Cancer
 - Diabetes
 - Gum disease
 - Heart disease
 - Pregnancy
 - Many more

Visit: UnitedConcordia.com/DentalHealthCenter

Mobile Apps

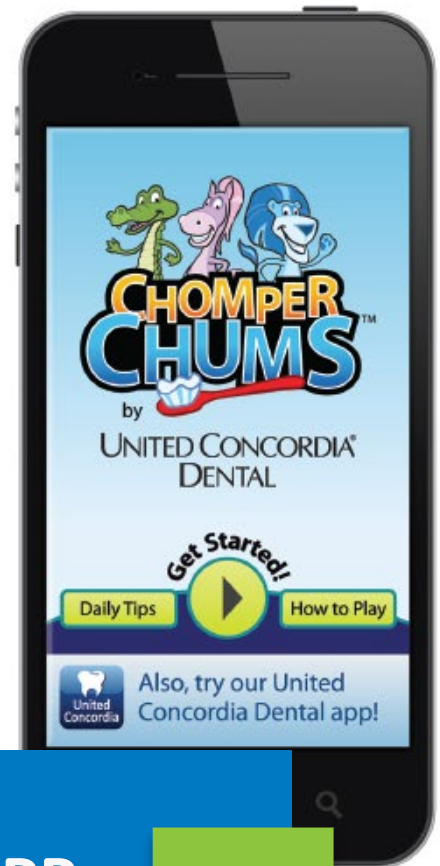
Get on-demand access to information and education.



Our mobile apps make it easier than ever to keep your mouth healthy and manage your benefits.

Download both for FREE at Google Play or the App Store

Simply search for "United Concordia"



CHOMPER CHUMS™ APP

For kids

AWARD-WINNING APP!

*Thank you for more than
20 years of partnership!*

This video is intended to promote awareness of the plan with an existing client. It is not intended for the buying public. In the event of a conflict between statements and representations and plan documents, plan documents will control. Content valid for the contract period unless otherwise noted.