

March 13, 2020

Dear Delta Dental Customer:

I hope you are successfully navigating the personal and professional challenges of the COVID-19 outbreak.

At Delta Dental we are, like you, doing our best to keep our customers and employees as safe and as productive as possible during this unpredictable and unfamiliar experience. We are also communicating extensively with our providers to ensure that they are actively engaging with our members about their oral health, and taking appropriate precautions to prevent spreading the virus.

Rest assured we have strong business continuity plans that are fully activated. We expect to weather the crisis well, but we ask that you have patience with us if you experience a slight delay or disruption when compared to the high level of service you have become accustomed to with Delta Dental.

This is what we are currently implementing:

First and foremost, we are taking care of our employees during this stressful time. They are the reason why Delta Dental is a strong business partner. **We are implementing a complete work-from-home plan beginning Thursday, March 19, through at least April 1.** We are sharing daily updates with our employees, including the many ways in which they can take care of their health, including their mental health.

In addition, to prevent the spread of the virus and protect the communities in which we do business, all unnecessary work travel is suspended.

Electronic claims will still be processed at our usual speedy pace. But to ease the volume of calls our team receives and make it easier for them to address your employees' concerns, Delta Dental will hold processing of paper claims until our offices reopen. All providers must submit claims through our online Dental Office Toolkit, which we have communicated.

To support our dental partners, we have given providers guidance on how to interact with their patients to ensure safety and good oral health. (See attached.)

Once again, we are committed to the safety of our customers and employees. If you have any questions, please contact your account manager.

Take care,



Tony Robinson
Chief Marketing Officer