

Welcome to Unum Dental HMO Plan! Your dental plan is a California Dental HMO Plan licensed by the California Department of Managed Health Care, a first-in-the-nation HMO consumer rights organization.

Founded in 1983 by dental professionals, Unum Dental HMO Plan’s (Unum DHMO) mission is to have its participating dentists meet and exceed our members’ expectations of quality care. Unum DHMO understands and honors the importance of the dentist-patient relationship as being vital to the delivery of high quality dental treatment at an affordable price.

As you utilize your plan benefits, be assured that our member service representatives are available Monday - Friday from 8:00am -5:00pm to answer any questions or inquiries about your plan or service you have received from your assigned dentist. Our member service telephone number is (800) 937-3400. You may reach us also though our website [www.unumdentalhmo.com](http://www.unumdentalhmo.com) or fax number (909) 483-5351.

Your participating plan dentist has agreed to provide the utmost service insuring you may access care following these plan standards.

Quick Guide	
Appointment Category	Plan Standard
Initial Examination Appointment	within 3 weeks
Routine Appointments	within 3 weeks
Hygiene Appointment	within 4 weeks
Urgent Appointments	within 72 hours or less
Emergency Care	within 24 hours or less
In-Office wait times	30 Minutes

When an appointment needs to be rescheduled by a provider or enrollee, Unum Dental HMO Plan’s Standard for Appointment availability shall be followed and the appointment will be promptly rescheduled in a manner that is appropriate for the enrollees health care needs and continuity of care which is consistent with good professional practice. The nature and urgency of services must be considered.

**Emergency Care**

In case of Emergency:

1. Contact your Primary Care Dentist at the phone number listed on the front of this card.
2. If you are unable to reach your Primary Care Dentist, call Member services at 800- 937-3400 for instructions.
3. If you are unable to reach your Primary Care Dentist in an Emergency after normal business hours, you may seek Emergency Dental Services from any licensed dentist. Please refer to your Evidence of Coverage for emergency coverage details.

**Preventive Care Guidelines**

Unum would like to remind each of our members the importance of maintaining proper oral health. Unum DHMO is committed to working together with our panel providers to encourage each member to visit

their dental provider on a regular basis for checkups, cleaning and required dental treatment. Proper nutrition will keep your body healthier into your old age. Participating providers together with

Unum DHMO have agreed upon the following guidelines:

Recommended Preventive Guidelines	
<b>Age Group</b>	Preventive services
<b>6-12 months</b>	Prophylaxis (toothbrush or rubber cup) as tolerated, assess systemic fluoride intake and prescribe supplements if indicated, provide counseling for caregivers on oral hygiene, nutrition, injury prevention, and oral habits
<b>12-24 months</b>	Prophylaxis (toothbrush or rubber cup) as tolerated, apply topical fluoride treatment based on patient's caries risk status, provide counseling for caregivers on oral hygiene, nutrition, injury prevention, and oral habits, fluoride intake. Six month recalls or as indicated based on patient's risk status.
<b>2-12 years</b>	Prophylaxis, apply topical fluoride treatment based on patient's caries risk status, place sealants upon eruption of permanent molars. Provide oral hygiene instructions and appropriate counseling.
<b>12+</b>	Prophylaxis, apply topical fluoride treatment based on patient's caries risk status, provide oral hygiene instructions and appropriate counseling.

<https://www.ada.org/en/member-center/oral-health-topics> /American Dental Association

This site provides an alphabetical list of dental topics.

<https://www.ada.org/en/member-center/oral-health-topics/home-care>

Provides instructions on daily dental homecare Dental Visits are Important.

<https://crest.com/en-us/oral-health/why-crest/faq/how-to-properly-brush-your-teeth>

Provides information on how to maintain the proper home dental care cleaning procedures.

### **Specialty Care**

Specialty services, if covered by your plan, require prior authorization by Unum DHMO. If you wish to appeal or would like to obtain copies of Unum DHMO's procedures to authorize or deny health care service, please contact our member services (800) 937-3400.

### **LAP (Language Assistance Program)**

Unum Dental HMO Plan members are entitled to full and equal access to plan services, including members that are Limited English Proficient (LEP) and/or disabled. Unum Dental HMO Plan offers free interpretation and translation services to all of its members. If you are in need of interpretation or translation services in your native language or due to a hearing, speech or visual disability, please contact Member Services at (800) 937-3400 or dial 711 to reach the California Relay Service (CRS).

### **Grievance**

Unum DHMO has a grievance process to deal with any problems, complaints and disputes. Grievance forms and Unum DHMO's process for handling member complaints are available in your member handbook and on our website at [www.unumdentalhmo.com](http://www.unumdentalhmo.com). Members with LEP and disabilities of speech, hearing or visual impairment may utilize the LAP as described above to access the grievance system. For more information or to file a grievance contact our member services (800) 937-3400.

Sincerely,

Unum Dental HMO Plan