

MEMBER NEWSLETTER

Dental

JANUARY 2024

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, it is our mission to have its participating dentists meet and exceed our expectations of quality care. We understand and honor the importance of the dentist-patient relationship as being vital to the delivery of high-quality dental treatment at an affordable price.

This year's edition of our newsletter, a guide dedicated to enriching your dental health experience with Unum Dental HMO Plan. Our commitment is not just to provide you with exceptional dental coverage, but also to ensure you have easy access to all the resources and support you need for a healthier, happier smile. Inside, you'll find a wealth of information designed to empower you in your dental health journey, from optimizing your benefits to accessing a range of specialized care services. Join us as we explore the tools and tips to make your dental health experience smooth, informed, and beneficial.

Understanding your Appointment Standards

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, The plan's Standard for Appointment availability shall be followed, and the appointment will be promptly rescheduled in a manner that is appropriate for your needs and continuity of care which is consistent with good professional practice. The nature and urgency of services must be considered.

Specialty Care

To see a specialist like an endodontist under our plan, first, get a referral from your primary care dentist. This referral must be submitted for our approval before you can receive specialty care. If you have questions, want to learn about our approval process, or need to discuss an appeal, please reach out to our Member Services at (800) 937-3400. We're here to guide you through each step, ensuring you receive the care you need.

Grievance

At Unum Dental HMO Plan, addressing your concerns is a priority. For any issues or complaints, refer to our grievance process outlined in your Evidence of Coverage and at www.unumdentalhmo.com. Members with Limited English proficiency (LEP) or with speech, hearing, or visual impairments can access support through our Language Assistance Program (LAP). To learn more or file a grievance, contact our member services at (800) 937-3400.

Contact us - Members

Should you have any questions or require assistance regarding your plan benefits, or the service received from your assigned dentist, rest assured that our member service representatives are at your service. We are dedicated to offering the support and answers you need to optimize your dental care. Feel free to reach out to us for any inquiries or guidance - we're here to assist you at every turn.

Call us:
(800) 937-3400

Monday - Friday
8:00am - 5:00pm PST

E-mail Us:
members@unumdentalhmo.com

Find a Dentist:
[Find a Dentist | UNUM \(unumdentalhmo.com\)](http://www.unumdentalhmo.com)

Emergency Care

When dental emergencies strike, knowing how to respond swiftly and effectively can make a significant difference in managing pain, preventing further complications, and ensuring the best possible outcome.

In case of an Emergency:

1. Contact your assigned Primary Care Dentist.
2. If unreachable during business hours, call Member Services at (800) 937-3400 for guidance.
3. If unable to reach your Primary Care Dentist outside of business hours, you may seek emergency care from any licensed physician. Please refer to your Evidence of Coverage for details on emergency care coverage.

Did you know?

Unum Dental HMO Plan provides equal service access to all members, including LEP individuals and those with hearing, speech, or visual disabilities. We offer free interpretation and translation services. For assistance, please call Member Services at (800) 937-3400 or dial 711 for the California Relay Service.

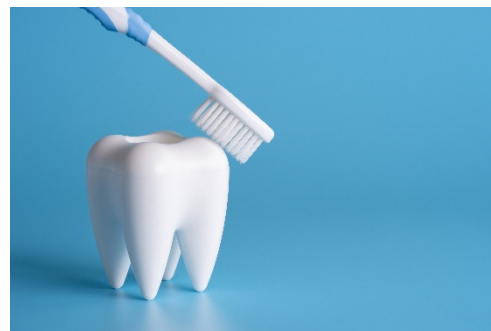
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Optimizing Your Oral Health: A Collaborative Approach

We emphasize the significance of regular dental visits for checkups, cleanings, and necessary treatments to maintain your oral health. Our network of dedicated providers is here to support you in achieving a healthier smile. Remember, a balanced diet contributes not only to your overall well-being but also to sustaining oral health as you age. Together, let's commit to a routine that ensures your smile stays bright and healthy for years to come!



Importance of Preventive Oral Health Care

Preventive health care is important for the following reasons:

1. Many oral disease conditions are preventable with early treatment.
2. Preventive dental care practices including early and routine treatment at the dentist, combined with good home care (brushing and flossing) can reduce cost of oral health care in the long run.
3. Per the World Health Organization, "Oral health is a key indicator of overall health, well-being and quality of life".¹

Recommended Preventive Guidelines	
Age Group	Preventive services
6-12 months	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.
12-24 months	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.
2-12 years	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.
12+	Prophylaxis, apply topical fluoride treatment based on patient's caries risk status, provide oral hygiene instructions and appropriate counseling.

You can get additional information on oral health from the following websites:

[Centers for Disease Control and Prevention: Basics of Oral Health](#)

This site provides information on oral health conditions, children's oral health, adult oral health, and older adult oral health.

[American Dental Association: Oral Health Topics](#)

This site provides an alphabetical list of common dental topics.

[American Dental Association: Home Oral Care](#)

This site provides home oral care recommendations based on data from clinical studies and systematic reviews.

[American Dental Association: Brushing Your Teeth](#)

Provides information on how to brush your teeth.

[American Dental Association: Flossing](#)

Provides information on flossing your teeth.

[American Dental Association: Sealants](#)

Provides information on the application of sealants

[Nonopioid Therapies for Pain Management | Healthcare Professionals | Opioids | CDC](#)

Exploring Non-Pharmacological Pain Management Options

Your Privacy, Our Priority

Your right to privacy is paramount. If you prefer to receive confidential medical information exclusively, you can request that such information be sent solely to you or directed to a specific address of your choosing. This measure guarantees that your sensitive medical details remain undisclosed to others, including individuals covered under your plan. To arrange for confidential communication, please submit a request to Attn: Confidentiality Request: 10700 Civic Center Dr. Ste 100-A, Rancho Cucamonga, CA 91730. Alternatively, you can reach out to our plan's member service at (800) 937-3400 or visit www.unumdentalhmo.com to initiate this request.

References

¹https://www.who.int/health-topics/oral-health/#tab=tab_1