

Dear Carolinas HealthCare System Team Member:

Welcome to **Delta Dental of North Carolina!** Effective, January 1, 2013, your CHS *LiveWELL* Health Plan Dental coverage, part of CHS **Total Rewards**, will be administered by **Delta Dental of North Carolina**. Delta Dental is honored that CHS has chosen us, and we look forward to serving you. We would also like to take this opportunity to highlight the enhancements CHS has made to your plan. For more details, please review the enclosed Summary of Benefits.

**Effective January 1, 2013:**

- Diagnostic and Preventive services covered at 100% will not apply to your annual maximum;
- The Wellness Incentive will continue to increase in \$100 annual increments, and your new annual benefit will increase to \$2,000;
- Composite resin (white fillings) restorations on posterior teeth will now be covered;
- Implants will now be covered; and
- People with certain high-risk medical conditions may be eligible for additional cleanings or fluoride treatments. You should talk to your dentist if you think you or your dependents might be eligible for this treatment. You can access further details by going to [www.deltadentalnc.com/chs](http://www.deltadentalnc.com/chs).

**You can expect the following quality features from your Delta Dental coverage:**

- **Superior network accessibility.** You will be covered under Delta Dental PPO<sup>SM</sup> plus Premier<sup>®</sup>, our preferred provider organization program. This program gives you access to more than 83,900 Delta Dental PPO dentists, and over 142,000 Delta Dental Premier dentists nationwide. Your annual maximum will go further by using a PPO or Premier provider. This is because our participating providers agree to accept Delta Dental's fees, which means lower cost per service.
- **Hassle-free claims submission.** All Delta Dental PPO and Delta Dental Premier dentists agree to fill out and file claims for their patients with Delta Dental coverage. Dentists can submit claims for dental services to **Delta Dental of North Carolina**, P.O. Box 9085, Farmington Hills, MI, 48333-9085.
- **Easy eligibility. You need to inform** your dentist that you now have Delta Dental by showing your ID card. Dentists can verify your eligibility information online or by calling our Customer Service department. You can also print your own personalized ID card by going to our Consumer Toolkit link located at [www.deltadentalnc.com/chs](http://www.deltadentalnc.com/chs).
- **Online access to plan information.** You can continue accessing your own benefit, claims and eligibility information 24 hours a day, seven days a week by going to [www.deltadentalnc.com/chs](http://www.deltadentalnc.com/chs) and select the Consumer Toolkit link.
- **Local participating dentists.** You can obtain a customized list of participating dentists near you by calling our Customer Service department or accessing our dentist directory on our website at [www.deltadentalnc.com/chs](http://www.deltadentalnc.com/chs).

If you have additional questions about your dental benefits, please call our **Customer Service** department at **(800) 662-8856**. Representatives are available any time during our normal business hours, Monday through Friday from 8:30 a.m. to 8:00 p.m. Eastern Time.

Sincerely,



Delta Dental of North Carolina