



March 24, 2020

An Important Special Message to Our Valued Plan Members

Protect Yourself
Protect Your Loved Ones
Be Healthy
Remain Calm
Wash Your Hands Now

You Are Covered!

We care about you.

This is a challenging time. You and your family's health remain our passion and focus. We are people, like you, who are adapting to our shared reality.

Dental Health Services, Inc. (Dental Health Services) remains strong, committed to your dental health and continues functioning to serve *you* - our Plan Members, Group Administrators and Purchasers as well as Participating Dentists and our risk-management consultant and broker associates. While our employee-owners work offsite and improve efficiency, we only ask your patience and understanding. We also welcome your suggestions for how we may better meet your needs - or anything else. We are always listening to you!

All Dental Health Services & SmartSmile® Plan Members are still covered. Dental offices throughout California, Washington and Oregon are limiting their office hours and restricting their services to those with emergency and urgent needs. Your routine examinations, cleanings and other non-urgent services will be available when the Covid19 virus is contained. Emergencies include pain, swelling and bleeding. Current incomplete treatment (i.e. crown seating) will be completed as quickly as possible.

This emergency limitation of office hours and scope of treatment was ordered by governors, regulatory and healthcare agencies. It is intended to minimize social interaction; protect you by reducing your probability of exposure to Covid19; prevent your dentist and staff from unnecessary risk and assure personal protective equipment (masks and gloves) is available where it is most needed.

If you are having a dental emergency, please call your dental office immediately. If they are not available, you will receive a message about who to contact after hours. If you are still unable to reach your selected Participating Dentist's office, please contact your Dental Health Services' *Member Services Guide* and they will assist you in locating a dentist available for emergency palliative care. They are also available through our website at www.dentalhealthservicesportal.com to answer your dental related questions and support you.

If you have a scheduled appointment, within the next 4-6 weeks, for non-urgent treatment, you can help by contacting your dental office directly and re-scheduling your appointment.

Here are some important reminders about how to stay well. Personal hygiene and health habits are more important now than ever. Over 80% of virus carriers do not show obvious symptoms and are usually feeling well. If you are interacting in public spaces, it can take up to 14 days for symptoms to appear - and you could infect others, during that time period. Please use extreme caution when in public. Be aware of all handles, containers, devices, items (from money to bank cards to ride-share vehicles to grocery carts) and interactions with delivery people and other possible sources of contamination. Here are some more guidelines for you to improve and maintain your health:

- Clean your hands often, washing with soap and water for at least 20 seconds or using hand sanitizer, especially after you have been in a public place. See the link for catchy hand washing songs from Today at <https://www.today.com/health/songs-sing-while-washing-hands-coronavirus-hand-washing-songs-t175755> . Hand washing guide and directions can be found here at the CDC site_ <https://www.cdc.gov/handwashing/index.html>
- Keep healthy: Hydrate - 8 glasses / day minimum, Exercise, Get 8 hours of sleep daily, Eliminate Sugar, Eat more vegetables and fruits, Increase Vitamin C and Vitamin D intake, Stop smoking, Find time to quiet your mind or Meditate and Stay Connected to Your Community of Family and Friends
- Cough or sneeze into a tissue or your elbow. If you use a tissue, throw it away and immediately wash your hands afterwards.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid crowds or public spaces
- Do not touch your eyes, nose, and mouth with unwashed hands
- Only accept information which has been proven by reputable scientists and universities. Seek facts. Avoid misinformation, regardless of its source.
- For additional resources visit these informative, reputable websites;_ <https://www.cuimc.columbia.edu/> | <https://www.mayoclinic.org/> | <https://www.uwmedicine.org/> | <https://hms.harvard.edu/coronavirus> | <https://www.canada.ca/en/public-health.html>
- Have a plan, in case you do become ill.

Stay tuned for updates and announcements.

Thank you for being a Member of Dental Health Services. You are important to us. We are here for you!

Your Friends at Dental Health Services.