



To: AmeriHealth Caritas DC Dental Providers

Date: Thursday, September 28, 2017

Subject: **Notice to enrollees under age 21 of scheduled, due, and overdue services.**

Summary: Primary dental providers (PDPs) are required to remind members on their PDP panel of the importance of an annual dental visit.

Impact

As stated in the dental provider supplement, dental providers serving as PDPs for enrollees under age 21 must notify each enrollee of scheduled, due, and overdue services according to their normal operating procedures. This requirement is derived directly from AmeriHealth Caritas District of Columbia's managed care contract with the Department of Health Care Finance.

Questions

If you have questions about this communication, please contact Darin Hutchins at 202-326-8921.

Below is suggested language for your use:

Due:

Dear [Member name]:

You are due for your dental visit and cleaning. According to our records, your last visit was [date].

As you know, regular dental care is important to your overall well-being.

For help, call AmeriHealth Caritas District of Columbia Member Services at 1-800-408-7511. They are available 24 hours a day, seven days a week.

Sincerely,

Overdue:

Dear [Member name]:

Did you know you need a dental checkup every six months? But our records show your last dental visit was [date]. As you know, regular dental care is important to your overall well-being.

If you have seen your primary dental provider (PDP) after the date listed above, please call AmeriHealth Caritas District of Columbia Member Services and let them know. If not, give them a call at **1-800-408-7511** to help you make an appointment. They are available 24 hours a day, seven days a week.

Sincerely,

Sealants:

Dear [Member name]:

Healthy teeth are an important part of your child's overall health and we want to help your child stay cavity free.

With dental sealants, we can help your child avoid tooth decay. Sealants provide a thin, safe coating to the chewing surfaces of their teeth. The procedure for dental sealants is quick, easy, and painless. It will also help your child keep a cavity-free mouth.

For help making an appointment for your child's dental sealants, call AmeriHealth Caritas District of Columbia Member Services at **1-800-408-7511**. They are available 24 hours a day, seven days a week.

Sincerely,