

## Important Notice for State of Illinois Dental Plan Members

We understand that the last two years have been extremely difficult for those impacted by the General Assembly's failure to pass a balanced budget.

The ongoing budget impasse and continuously growing backlog of bills has placed great strain on our dentists, causing extraordinary delays in payment to those dentists who treat State of Illinois dental plan members. During the budget impasse, we have implemented options to provide some relief for all dentists. As the budget impasse continues, we are particularly concerned with alleviating the strain for our network dentists. In an effort to maintain a strong dental network for all of our members until the legislature passes a balanced budget, we will be paying claims – when we receive funding from the State – to all dentists, but more frequently to our Delta Dental network dentists.

**As a reminder, Delta Dental network dentists cannot bill you upfront for any charges other than applicable deductible and coinsurance amounts. However, non-network dentists may bill you upfront for all charges. If you need assistance locating a Delta Dental network dentist, please use Delta Dental of Illinois' provider search at <http://soi.deltadentalil.com/> or contact us at 800-323-1743, press 5.**

If a Delta Dental network dentist attempts to bill you upfront for any charges other than your applicable deductible or coinsurance, please notify us immediately at the number provided above. Please note that requesting a predetermination of benefits from your dentist may help with benefits and patient payment information.

Our goal is to ensure you get the dental care you need without a disruption in service. We appreciate your cooperation as the impasse continues.