

QUALITY CARE DENTAL PLAN MEMBER BULLETIN

As you likely know, the State of Illinois is mired in a budget stalemate. **Because a budget for the state has not been approved, the State informed Delta Dental of Illinois that dental claims funding has stopped for the Quality Care Dental Plan – QCDP, Group # 20240 (the largest State Employee Plan). Therefore, the State has directed Delta Dental of Illinois to hold all claims payments for the QCDP. As of 9/7/2015, any claims not yet paid and any new claims incurred for the State of Illinois QCDP will be held for processing and payment.**

The State of Illinois QCDP remains active and claims will be paid according to a set release schedule once the State budget for fiscal year 2016 (FY 2016) has been approved - just as they have always been.

The State of Illinois is a self-funded plan and as such, Delta Dental of Illinois reimburses dentists or members when claim payment has not been assigned to the dentist, as funds are received from the State. The State has been operating on a delay reimbursement basis for some time. Because funding from the State has been delayed, claims have been paid on a delayed basis.

Claims for the other two State of Illinois Group Dental Plans listed below are not affected:

- #20241 — LCDP = Local Care Dental Plan
- #20242 — CCDP = College Choice Dental Plan

What Network Dentists Can Collect from Patients Covered by the State of Illinois Quality Care Dental Plan (QCDP)

State of Illinois QCDP members are only responsible for the applicable deductible, services not covered by the plan, amounts greater than the enrollee's Schedule of Benefits but up to the dentist's contracted network amount, and any amounts exceeding the annual benefit maximum. Members cannot be charged upfront for any other fees per our network dentist agreement.

REMINDER:

To help ensure efficient answers to your questions, during this period, Delta Dental of Illinois has set up a dedicated toll-free customer service number for inquiries regarding the hold that has been placed on claims. **Please direct all State of Illinois QCDP inquiries to 844-350-4432.** All other inquiries regarding general customer service questions, including claims, should continue to be directed 800.323.1743.