



October 19, 2007

Dear Provider,

Our records indicate that your practice has provided services to patient(s) covered by the Public Employees' Benefit Board (PEBB). PEBB is making benefit changes to their dental programs effective January 1, 2008, so we are following up on our previous communication with additional details about this change.

For full-time employees, PEBB is enhancing its Delta Dental Premier and Delta Dental PPO programs. Examples include a 75% benefit for crowns, the addition of implant coverage, and a higher annual maximum and orthodontic lifetime maximum. PEBB also offers alternative traditional and PPO dental plan designs for eligible part-time employees and eligible retirees. For 2008, these plans will increase the annual benefit maximum.

A change that applies to all PEBB members is that the frequency of some benefits will now be based on the dentist's assessment of the patient's oral health and risk factors. This means that some members, such as those with a history of periodontal therapy or based on medical need (pregnancy, diabetes etc.), will be eligible for up to four cleanings in a calendar year. Other members with healthy mouths and low risk factors will be eligible for one prophylaxis in a calendar year. Both the cleaning and x-ray benefits are based on the dentist's assessment of the patient's oral health and risk factors.

PEBB envisions the dental cleaning and x-ray benefits to be customized to the individual patient needs and risks based on the dentist's assessment. ODS provided dentists with a risk criteria list for use only as a general guideline. We understand there will be other scenarios where more frequent service is appropriate. We expect you will make the decision based on your professional judgment. Please note: there is nothing to submit to ODS; we simply ask that you document your assessment in the patient's chart.

The PEBB plan does not cover two cleanings per year when done only because that is your office's standard practice or when a patient simply wants additional services. In those cases, we ask you to have the patient pay for the additional cleaning and you not bill insurance or note the words "patient request" in the claim remarks.

Another element of PEBB's vision is to encourage discussion with PEBB members about their risk factors, lifestyle changes that could minimize the risk of disease, and the frequency of cleanings appropriate for their oral health.

We understand that this benefit design is very different from the rest of our plans and appreciate your patience as we work to implement and educate on these changes for PEBB.

Special thanks to those of you attending our recent dentist workshops in Salem and Corvallis for your feedback and questions.

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Thank you for your partnership.

Sincerely,



Doreen Crail
Director, Dental Services
The ODS Companies

Frequently asked questions about the PEBB benefit changes:

Q. How do I tell if a member is part of PEBB?

A. PEBB members can be identified by the group name listed on their ODS ID card or on Benefit Tracker. Benefit Tracker is a free online service providing benefit and claims details.

Q. Is the exam benefit changing too?

A. The exam benefit is now based on a calendar year, but will be twice in a calendar year.

Q. Where do I get a complete list of all the benefit changes?

A. All the benefit changes for PEBB are listed on our website.

Q. How do I or my member get a copy of the criteria?

A. The criteria was mailed with our last letter and is available on our website. Please remember the criteria is a guideline only. We are not sharing the criteria with members since the ultimate decision on an individual's benefit is the dentist, not the criteria.

Q. For benefits which vary, how do I know in advance what services will be covered?

A. The benefits are based on your assessment, so if you determine the individual's oral health or risk factors make more than one cleaning per year appropriate, then that is what is covered.

Q. What is the difference between a calendar year benefit and a benefit that is every x years.

A. Calendar year means the benefit starts new January 1st of each year and the set number of services are allowed within the calendar year. A benefit that is every 5 years means that the benefit renews 5 years from the previous date of service. For example, if a service was performed on September 25, 2003, a 5 year benefit will not be available again until September 25, 2008.

Q. Where can I get more information?

A. To help answer your questions, we have more information including the complete details of all the benefit changes on our web site at www.odscompanies.com. If you have a question not addressed on the website, you can e-mail your question and we will e-mail an answer or post on our website for all to reference.