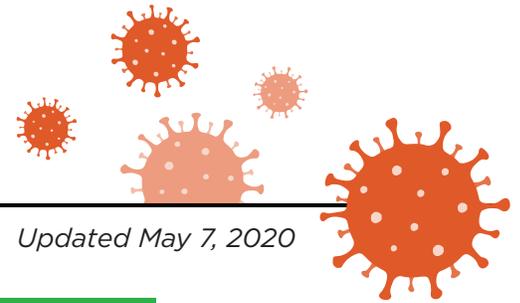


# DENTAL CARE DURING COVID-19



Updated May 7, 2020

## Should you consider postponing non-urgent dental care?

The decision to visit the dentist during the COVID-19 pandemic is deeply personal and should be based on a variety of factors. Some organizations, like the U.S. Centers for Disease Control and Prevention and the American Dental Hygienists Association, still recommend postponing elective and non-urgent dental visits.

However, many dental offices are open and are taking extra measures to keep you and your family safe. This may include pre-appointment screenings to gauge potential exposure to COVID-19, temperature checks, changes to check-in and waiting room procedures, extra cleaning and sanitation measures and additional personal protective equipment for patients and staff, including face shields, face masks and gowns.

## What to expect at dental appointments

The next time you go to the dentist, things may be a bit different because of COVID-19. Here's some information on the changes you might see.

### Prior to your appointment:

- To allow social distancing between patients, you may have fewer appointment time options or need to wait longer to get an appointment.
- You may be asked screening questions to make sure you do not have any COVID-19 symptoms or have not been in contact with anyone with COVID-19.

### Day of appointment:

- You may be asked similar screening questions about having COVID-19 symptoms.
- You may be asked to take your temperature when you come into the building.
- You may be asked to wait in your car.
- Waiting rooms may have less chairs and there won't be magazines or toys.
- Many offices will ask you to wear a mask. If you have one, you may want to bring it with you.
- You may be asked to wash your hands before going to the treatment room. Hand sanitizer may also be available.

### During your appointment:

- Staff may be wearing face shields, masks, gowns and head coverings.
- Treatment may be modified to reduce the amount of aerosols created. For example, the hygienist may hand-polish your teeth instead of ultrasonic cleaning.
- You may see additional dividers, such as Plexiglas, at the front desk and throughout the office.

## Use teledentistry

Depending on your oral health needs, you may want to consider teledentistry. Using video chat, dentists can provide a virtual consultation and diagnose emergency situations to determine if you need to schedule an in-person visit.

Delta Dental members who receive teledentistry services from a licensed dentist are actively involved in their treatment decisions. Working with your dentist, you can choose how and when you receive in-person follow-up treatment for a covered service. Teledentistry claims will be paid with the same speed as traditional claims and Delta Dental dentists have been notified on how to code these claims for quick and easy processing.

## Keep up your oral hygiene at home

Keeping up with your oral hygiene is more important than ever! By being proactive, you can decrease your risk for tooth decay and gum disease, which can weaken your immune system. Take care of your teeth and gums with a thorough, at-home oral care routine that includes regular brushing, flossing and healthy eating. For tips on how to keep your oral health in check, visit the Delta Dental of Arizona Blog at [deltadentalazblog.com](http://deltadentalazblog.com).

## We're still here for you

To protect our associates' health while continuing to serve stakeholders, we've allowed our remote-ready staff to work from home. Our customer service hours remain the same:

- Monday–Thursday, 7:30 a.m.–5 p.m. and Friday, 7 a.m.–4:30 p.m.

For the quickest service, log in to the Member Connection at [deltadentalaz.com/member](http://deltadentalaz.com/member) to view eligibility, check claims status and access your ID card. These resources are available 24/7.

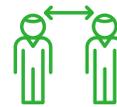
During this critical time, our customer service team will focus their efforts on answering questions that cannot be answered via our automated technology tools.

## Tips to Prevent the Spread of COVID-19

Source: Centers for Disease Control and Prevention



Wash your hands with soap and water for at least 20 seconds.



Avoid close contact with people and shaking hands. Use other noncontact methods of greeting.



Stay home if you are sick except to get medical care.



Cover coughs and sneezes with a tissue or the inside of your elbow.



Clean and disinfect frequently touched surfaces daily.



Don't share a toothbrush or mouthwash and replace your toothbrush after you are sick.