

## ENROLLEE NOTICES

Federal and state laws require enrollees to be notified on a periodic basis about enrollee rights and privacy practices such as DeltaCare USA privacy practices, non-covered services, spousal equivalents, language assistance, how to file a grievance (complaint), and COBRA rights should an enrollee lose coverage. DeltaCare USA notices are briefly described below. To access the most current ~~Gramm-Leach-Bliley (GLB) Act~~ ~~Financial Privacy Notice~~ DeltaCare USA insurance companies must describe how demographic and financial information is collected and shared. California requires a state specific notice called the California Financial Privacy Notice, which is described below under the State Notices section.

- **COBRA Notice:** Enrollees who lose coverage may be able to continue their group coverage through COBRA or obtain dental coverage through the Health Care Exchange Marketplace. This notice describes these rights.
- **Notice of Non-Discrimination:** DeltaCare USA complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. If you believe that DeltaCare USA has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance electronically online, over the phone with a customer service representative, or by mail. Please visit [deltadentalins.com](http://deltadentalins.com) Legal Notices to access DeltaCare USA’s Notice of Non-Discrimination.
- **Language Assistance Notice and Survey:** DeltaCare USA provides phone interpretation to callers who do not speak English. In California, DeltaCare USA will also provide, on request, a translated copy of certain vital documents in either Spanish or Chinese. In Maryland and Washington DC, enrollees may receive grievance materials in Spanish or Chinese.

### State Notices:

P.O. Box 1803  
 Alpharetta, GA 30023  
 Telephone: 800-422-4234

DeltaCare® USA is underwritten in these states by these entities: AL — Alpha Dental of Alabama, Inc.; AZ — Alpha Dental of Arizona, Inc.; CA — DeltaCare USA of California; AR, CO, IA, MA, ME, MI, MN, NC, ND, NE, NH, OK, OR, RI, SC, SD, VT, WA, WI, WY — Dentegra Insurance Company; AK, CT, DE, FL, GA, KS, LA, MS, MT, TN, WV and the District of Columbia — DeltaCare USA Insurance Company; HI, ID, IL, IN, KY, MD, MO, NJ, OH, TX — Alpha Dental Programs, Inc.; NV — Alpha Dental of Nevada, Inc.; UT — Alpha Dental of Utah, Inc.; NM — Alpha Dental of New Mexico, Inc.; NY — DeltaCare USA of New York, Inc.; PA — DeltaCare USA of Pennsylvania; VA — DeltaCare USA of Virginia. DeltaCare USA Insurance Company acts as the DeltaCare USA administrator in all these states. These companies are financially responsible for their own products.

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DeltaCare®

USA, we use a process called utilization management to review whether care is medically necessary and appropriate for enrollees.

**General Information Notices:**

- **Provider Directory Notice:** This notice informs enrollees of how to access their provider directory.
- **Oral Health & Wellness Notice:** This notice provides DeltaCare USA enrollees with valuable information related to oral health and wellness.

For questions concerning the notices, please contact us at **800-422-4234**. You may also write to us at:

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PO Box 1803  
Alpharetta, GA 30023

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Alpharetta, GA 30023  
Telephone: 800-422-4234

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