

November 5, 2020

### Important Update Regarding Reductions in Maximum Amounts Allowed

Dear Doctor,

The long-standing effects the Coronavirus (COVID-19) pandemic has had on our provider community over the last six months were truly unpredictable. Since the crisis began, we have worked hard to partner with California providers during the shelter-in-place and reopening phases of practices, including a loan assistance program through Lendeavor, our Return to Care supplemental reimbursement program, and various teledentistry offerings.

We will also be extending the effective date contained in the notification you received in early March regarding an adjustment to our fee structure. In that notification we announced the lowering of maximum amounts allowed (sometimes referred to as MPAs) for most network endodontists, periodontists and oral surgeons, effective July 1, 2020 in order to align our contracted fees with those generally accepted as network levels in the broader market.

In April, you received a follow up notification, announcing the postponement of the effective date of this fee adjustment until January 1, 2021. Due to the unexpected effects of COVID-19, we are extending the effective date of this fee adjustment further, **to July 1, 2021**. As explained in prior notifications, all other terms and conditions of your Participating Dentist Agreement will remain the same.

Please refer to the original notice you received for full information about the fee adjustment, including the twelve-month summary of claims paid to you at the practice location indicated and the explanation of how the claims would be repriced with the new fees. This personalized illustration of potential financial impact was generated with 2019 calendar year claim data, and will not be regenerated. The fluctuations many practices experienced in 2020 would result in inaccurate illustrations of potential future claim volume.

We also remind you to go online and obtain the side-by-side comparison of your current and future Delta Dental Premier Contracted Fees at the CDT code level.<sup>1</sup> If you don't have an account, please register at [deltadentalins.com](http://deltadentalins.com) for quick access to this and other relevant information.

Additionally, our Provider Concierge team is available exclusively to answer any questions regarding this and previous related notifications either by phone between 7 a.m. and 5 p.m. PST at 888-742-4099, or by email at [cafisupport@delta.org](mailto:cafisupport@delta.org). Please stay safe.

Sincerely,



Daniel W. Croley, DMD  
Vice President, Network Development

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<sup>1</sup> If you do not wish to accept these changes, please notify Delta Dental of California in writing of your intent to discontinue participation in the Delta Dental Premier<sup>®</sup> and Delta Dental PPO<sup>™</sup> networks. Mail your notification to: Provider Onboarding, Delta Dental of California, P.O. Box 997330, Sacramento, California 95899-7330. Notifications received by June 15, 2021 will be effective July 1, 2021. Notifications received after June 15, 2021 may not be effective by July 1, 2021.