



2026

Bend Chamber of Commerce



Insert medical, Rx
and vision SOB's
and SBC's here

Use Find Care to locate a doctor or dentist near you

Our provider directory tool can help you save money when seeking care.

Find Care, our online provider directory tool, makes it easy for you to locate an in-network provider by name, provider type, specialty, network, location, gender identity, DentalQual dental provider ratings and more. Plus, finding an in-network medical and dental provider that's right for you can also save you out-of-pocket costs.

How to find a provider

You can search for providers with your subscriber ID number.

Search as a member

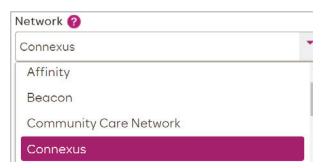
- 1 Visit modahealth.com.
- 2 Choose "Find care" to search for a doctor.
- 3 When you log in with your subscriber ID number, Find Care will only show providers in your network. You have options to search for in-network providers near you.

Don't have a Member Dashboard account?

If you don't already have a Member Dashboard account, creating one is easy. Just visit modahealth.com and go to the Member Dashboard section and choose "Create an account" to get started. You'll love everything you can do in your Member Dashboard, like check your benefits, use interactive health tools, see your Member Handbook and more.

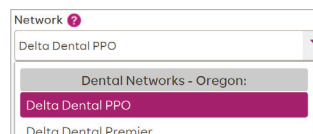
Search by network or Search as a guest

- 1 If you prefer to search by network or as a guest, you will have a "Network" drop-down option.
- 2 Please refer to your member ID card to make sure you are selecting a provider in your network.
- 3 To search for a medical provider, select the medical network listed on your ID card. For example, Connexus as shown below.

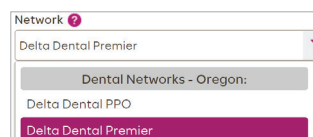


A screenshot of a web form with a dropdown menu labeled 'Network'. The dropdown is open, showing a list of options: Connexus, Affinity, Beacon, Community Care Network, and Connexus (highlighted in blue). The 'Connexus' option is selected.

- 4 To search for a dentist, select Delta Dental PPO or Delta Dental Premier under the "Dental Network - Oregon" drop-down menu if you live in Oregon.



A screenshot of a web form with a dropdown menu labeled 'Network'. The dropdown is open, showing a list of options: Delta Dental PPO, Dental Networks - Oregon: (highlighted in blue), Delta Dental PPO, and Delta Dental Premier. The 'Dental Networks - Oregon:' option is selected.



A screenshot of a web form with a dropdown menu labeled 'Network'. The dropdown is open, showing a list of options: Delta Dental Premier, Dental Networks - Oregon: (highlighted in blue), Delta Dental PPO, and Delta Dental Premier. The 'Dental Networks - Oregon:' option is selected.

- 5 If you don't live in Oregon, visit the DeltaDental.com website to find a provider.
- 6 Under Locations, enter in a city. For example, enter the name and select the name from the drop-down menu. Then choose Search.

Continued on page 2

- 7 A map will show with dentist's name and their offices. Select "More details" to get specific information about the provider.
- 8 A pop-up window will appear with information about the provider such as their specialty, gender, professional group affiliations, locations, network, if they are accepting new patients, etc. This window will also show DentaQual dental provider ratings, if available, so you can review providers based on care and performance metrics.

Save costs when you choose in-network care

Getting quality care is easier and more affordable when you see "in-network" providers. These providers agree to accept your insurance at lower rates and meet quality standards. Choosing an in-network provider keeps your out-of-pocket costs low.

In-and out-of-network costs

It's important to know you may pay more for services from out-of-network providers than from in-network providers. If you choose an out-of-network provider, your benefits only cover a percentage of the maximum plan allowance for these services. Out-of-network providers may also bill you for the difference between the maximum plan allowance and their billed charges. This is known as balance billing. In-network providers can't do this. Please see your plan summary or your Member Handbook to learn more about in-network and out-of-network benefits and costs.

Questions?

We're here to help. For questions or help finding a medical provider please contact 888-217-2363. For questions or help finding a dental provider, please contact 888-217-2365.

Stay **covered** with the Aetna PPO® Network!

Do you live outside of the Connexus Network service area? When seeking medical services, it's important to know what to do to ensure you receive in-network coverage through our national network, the Aetna PPO® Network through Aetna Signature Administrators®.

Use this guide to get coverage at the in-network benefit level.

Questions about benefits?

There are two ways to access Aetna's online directory to search for in-network doctors and facilities:

1. Go to aetna.com/asa
 - a. Enter your location
 - b. Look within a certain mile radius
 - c. Click Search
 - d. Then select a provider category
2. Go to modahealth.com/findcare
 - a. Search by Network (drop down is on the right-hand side)
 - b. Under Medical/Vision Networks-Other: select "Aetna PPO Network through Aetna Signature Administrators"
 - c. Click Continue
 - d. This will bring you to the Aetna directory (under option 1 above, follow the instructions a-d to search).

Continued on page 2



Where to find your national network

Aetna PPO Network is Moda's national network for members living outside the Oregon, Southwest Washington, and Idaho service areas. Your member ID card confirms that you have Aetna PPO Network coverage (see below):

Front

		Networks Aetna signature Administrator @ PPO Delta Dental Premier
Subscriber/Dependent(s) (0) Mary J. Smith	ID number E12345678	Group number 12345678 modahealth.com
Med Ded: Ind INN \$2500/OON \$7500; Fam: INN \$5000/OON \$15000 Med OOP max: Ind INN \$8550/OON \$25650 Fam: INN \$17100/OON \$51300 Learn more: modahealth.com/memberdashboard This card does not certify or guarantee benefits.		

Back

Medical: 888-217-2363 Dental: 888-217-2365 Pharmacy: 888-361-1610	
Send claims to: P.O. Box 40384, Portland OR 97240	Delta Dental of Oregon
Mobile PIN code 7577	PCN: NV BIN: 610602
	Navitus provider inquiries: 844-268-9789 

Inform providers about your Moda coverage

When visiting an in-network provider, show your member ID card at the front desk. If they're unfamiliar with Moda, ask them to call our Customer Service number on the back of your ID card. If they're unwilling to do that, you can call to let us know. We'll reach out to them for you.

Have providers submit claims to Moda Health

For any medical services you receive from an in-network provider, they should submit claims directly to Moda Health (NOT Aetna). There are three ways to do so, including:

Mailing address:

Moda Health
 P.O. Box 40384
 Portland OR 97240

Text message (SMS): 13350

Fax: 503-243-4479

Questions?

We can help! Our Customer Services team can help answer any questions about your Aetna claims. Please call **888-217-2363** for assistance.



Aetna's partnership with Moda Health

Please give this letter to your provider to make sure they're aware of our partnership with Aetna Signature Administrators®

Dear Provider,

Your Moda Health patients and their eligible dependents have coverage through Moda's partnership with Aetna Signature Administrators to the Aetna® PPO Network.

Aetna PPO is Moda Health's national network for plan members who need care outside of Alaska, Idaho, Oregon and Cowlitz and Clark counties in Washington. Moda Health members living or traveling outside of our service area can see any in-network Aetna PPO provider and have claims paid at the in-network level.

All claims are processed and paid by Moda Health.

Questions?

We're here to help. For patient eligibility or benefit questions, contact Moda Health's Health Navigator team Monday through Friday from 7:30 a.m. to 5:30 p.m. PST at **888-217-2363** or **medical@modahealth.com**.

Where to submit claims

Please send all medical claims directly to Moda Health (NOT Aetna). There are three ways you can submit claims. You can also find on the back of the member's ID card:

Mailing address: Moda Health
P.O. Box 40384, Portland OR 97240

Electronically: Use Payer ID 13350

Fax: 503-243-4479

To learn more about how to send claims electronically, please read our claims guidelines at **modahealth.com/medical/claims**.

Not sure if you are in-network?

You can check the Aetna directory at **modahealth.com**.

- 1 Select Find Care.
- 2 Choose "Aetna® PPO Network through Aetna Signature Administrators®" in the "Search by network" drop-down menu.
- 3 Select the "Continue" button.
- 4 Search for participating providers in the Aetna network, including yourself or your facility.

Learn more about Aetna or apply to join the network at **modahealth.com/medical/join/overview**.

Get your benefits on the go

As a member, you have a personalized Member Dashboard that puts the information you need at your fingertips.

What's in the member dashboard?

The Member Dashboard is a one-stop resource for all you need to get the most out of your plan, including:

If you don't have a Member Dashboard account, creating one is easy. Go to **modahealth.com** and enter your information. Be sure to have your member ID card handy.



ID cards



Provider search - including DentaQual provider ratings



Explanation of Benefits (EOBs)



Digital wellness platform



Benefits overview



Claim status



Customer service contact information



Healthcare cost estimator

Continued on page 2



Access the Member Dashboard on your smartphone

The easiest way to open the Member Dashboard is to add a shortcut on your phone. Anytime you want to access your benefits or resources, just tap the Member Dashboard icon.

On an iPhone

1. Open the browser on your phone and go to **modahealth.com/memberdashboard**
2. From the login screen, tap the Share  icon in the menu at the bottom of the screen
3. From the Share menu (scroll right to see more options), choose "Add to Home Screen"
4. Tap "Add" to confirm

Your phone will now have an icon that says "Login|Member Dashboard."

On an Android device:

1. On your phone, go to **modahealth.com/memberdashboard**
2. Using the menu (three vertical dots) at the top of the screen, choose "Add to Home screen"
3. Tap "Add" to confirm
4. On the next screen, choose "ADD AUTOMATICALLY" so the icon will be placed on your phone

Your phone will now have an icon that says "Login|Member Dashboard."

Moda, Inc. complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

注意：如果您說中文，可得到免費語言幫助服務。請致電 1-877-605-3229（聾啞人專用：711）



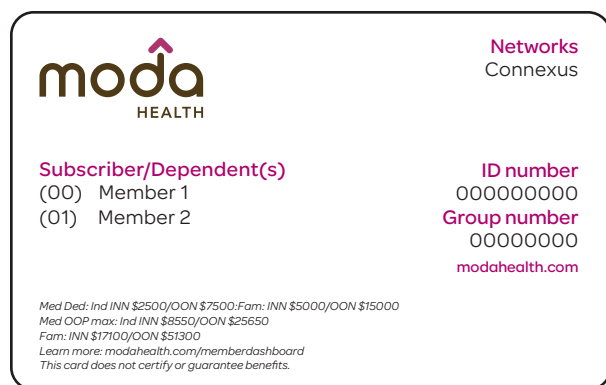
Member ID card

To use your benefits, just have your member ID card ready. It shows your member and group numbers, along with other important details. Hand it to your provider whenever you go in for care.

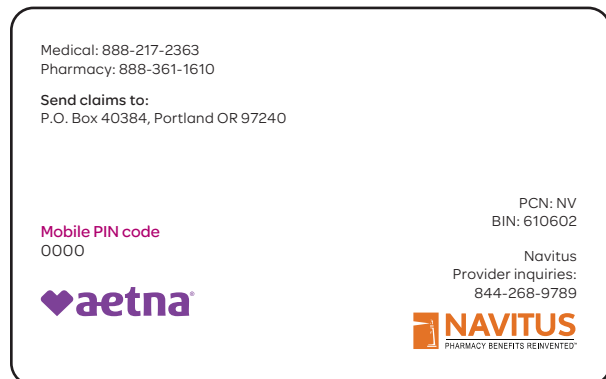
What does your ID card look like?

Each card is a little different. Your card includes your member ID number and plan provider network. If you have a group plan, the card might also have your employer's logo. Most cards look something like this:

Front



Back



Card abbreviation key:

Med	Medical
Ded	Deductible
Ind	Individual
Fam	Family
INN	In-network
OON	Out-of-network
OOP	Out-of-pocket
Max	Maximum

How to read your ID card

Moda Health will display individual, family and group medical plan deductibles and out-of-pocket maximums on the front of physical and electronic member ID cards.

View your card online

It's easy to access your ID card from a computer or smartphone, too. Here's how:

Find it at your Member Dashboard

Log in to your Member Dashboard at modahealth.com/memberdashboard and click on the "ID card" tile to access a PDF version of your card.

Don't have a Member Dashboard account? Create one in seconds. With your member ID card handy, visit modahealth.com/memberdashboard and follow the instructions to enter your information. You'll love everything you can do at your Member Dashboard — check your benefits, review claims, see your Member Handbook, find a health coach and more.

Get the mobile ID app

If you have a smartphone or mobile device, visit your app store and search for "Moda Health ecard." Launch the app by entering your mobile PIN code and subscriber ID. You'll find your PIN code on your PDF card at your Member Dashboard. You can even email or fax your ID card to providers or family members.

We hope these digital options make getting care a little better.

Questions?

We're happy to help. Just call our customer service team using the number on the back of your member ID card.

If the employee has different benefits from the dependent, only the employee benefits are displayed on the card. For more information, log in to your Member Dashboard account.

Information on this flyer is an overview. For complete information about member ID cards, log in to your Member Dashboard account.



Ready to make a lasting change?

At Moda Health, we're here to support you on your journey to better health. That's why we offer our disease-management health coaching program, available to eligible members at no cost.

You can work one-on-one, confidentially, with a health coach to:

- Understand your condition better with personalized support and education
- Set health goals that are right for you, with care plans made just for your needs
- Learn tools and tips that help you take control of your health
- Make lasting changes that can improve your health

Check the back for more info and FAQs!



Want to try it out?

Let us know when and how to reach you by filling out a quick [survey](#) or by scanning the QR code on this page with your smart phone. A health coach will contact you to talk about next steps.

Questions?

Please call 800-913-4957 or email healthcoachteam@modahealth.com

*Together,
we can experience
better health.*



Health Coaching FAQ

Why work with a health coach?

At Moda Health, we know that making changes can be hard, especially when dealing with health issues or chronic conditions. A health coach is a partner who supports you in taking small action steps that can lead to big results over time.

Habits related to nutrition, exercise, stress management, sleep and more can move you toward better health and wellbeing. Working with a health coach helps you navigate changes, creating habits that last.

What is Disease Management?

It is an individualized program designed to help members improve overall health and even reverse or prevent challenges caused by chronic conditions. Available to eligible Moda Health members at no cost, you can:

- Have one-on-one sessions over phone or video with a Nationally Board-Certified Moda Health Coach
- Talk about what motivates you
- Find ways to reach your health goals
- Overcome challenges

Does a health coaching program replace my healthcare visits?

No, health coaching adds extra support to help you manage your health. It doesn't replace the care you already receive from your doctor.

Who is eligible?

Our health coaching program is designed to support members living with certain chronic conditions that, as research shows, are highly impacted by lifestyle changes. Please reach out to us to see if you are eligible.

How much does it cost?

Health coaching is available at no cost to eligible Moda members.

How does Moda Health protect my privacy?

Moda Health follows the Federal Health Insurance Portability and Accountability Act, commonly known as HIPAA, or the Privacy Rule, to keep your health information safe.

How do I learn more?

If you are interested in signing up or learning more, visit modahealth.com/health-coaching

Additional questions? Contact us!

Please call 800-913-4957 or email healthcoachteam@modahealth.com



Be informed.

See what medical services will cost you before you have them.

As a Moda Health member, you can use the Healthcare Cost Estimator to see what you will pay, out of your pocket, for medical services. This online tool gives you estimates based on your personal health benefits.

Use the Healthcare Cost Estimator to:

- Browse or search by procedure to get cost estimates based on your health benefits and usage
- Compare costs across providers and clinics
- See how having a procedure will change your balance
- Use the cost breakdown feature to see how much you have spent and how much you have left to spend before you meet your out-of-pocket maximum
- And more...

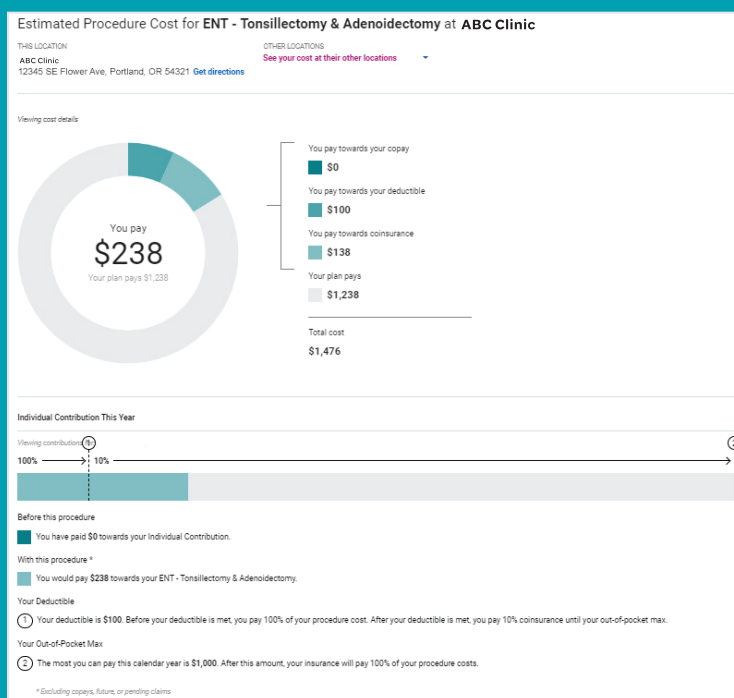
Give it a try!

- Go to modahealth.com/memberdashboard
- Log in to your account. If you don't have an account, you can create one there.
- Click on "Healthcare Cost Estimator"

Questions?

We're here to help. Call us using the number on the back of your identification card. TTY users, please call 711.

Example of cost breakdown feature



Spend your time getting better instead of traveling to get care

Now, you can get urgent care at home – or wherever you like with Virtual Visits.

What are Virtual Visits?

Virtual Visits are video appointments with licensed and board-certified nurse practitioners or physician assistants from Oregon Health & Science University (OHSU). Think of Virtual Visits as virtual urgent care.



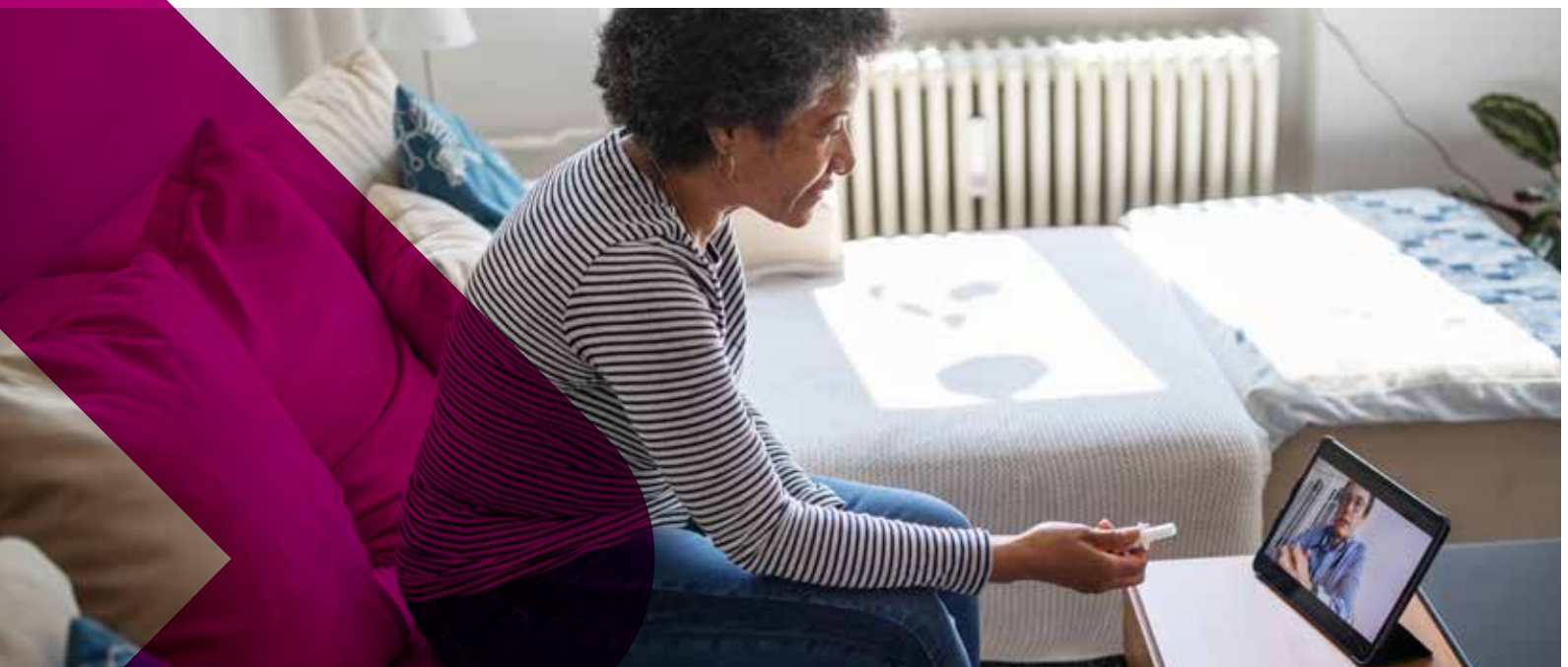
Virtual Visits are available:

From 7 a.m. to 10 p.m.
seven days a week

Why would you use Virtual Visits?

You can use Virtual Visits instead of traveling to an urgent care for many medical conditions that are not emergencies and that may require prescriptions. Conditions* include:

- Allergies
- Asthma
- Back pain (for adults)
- Cough
- Headache (for adults)
- Minor cut, scrape or burn
- Nausea/vomiting
- Sore throat
- Strain or sprain
- Urinary tract infection (for adults)



Virtual Visits are for both adults and children

All Moda Health members over 12 months old can use Virtual Visits.

How much do they cost?

You can find your cost for an Office Visit within the Summary of Benefits section of your Member Handbook. If you need help finding your cost or have questions, please call medical customer service at 888-217-2363. TTY users, please dial 711.

What you'll need for a Virtual Visit

You will need a computer, tablet or smartphone with a webcam, microphone and speakers. If you're using a computer, you will need internet access and one of the following web browsers: Chrome, Firefox, Microsoft Internet Explorer or Safari.

If you're using an Apple iOS or Android smartphone, you will need to install the MyChart Mobile app, which you can get from Apple's App Store or the Google Play store.

How to set up a Virtual Visit

- 1 Go to ohsu.edu/healthcare-now/virtual-visits-immediate-care
- 2 Schedule an appointment

- 3 Fifteen minutes before your scheduled appointment, log in to your OHSU MyChart account. If you do not have an OHSU MyChart account, you can create one on the Virtual Visits website. After you have logged in, a provider will meet you for your appointment.
- 4 After your appointment, you'll receive an email from MyChart letting you know your after-visit summary is ready to view. Log in to your MyChart account to see the summary and orders for any prescriptions. If you included the name of your primary care physician in your MyChart account, they will automatically receive notes about your visit.
- 5 If you have more questions for your Virtual Visits provider, you can send them a message in MyChart.

Questions?

Please call medical customer service at 888-217-2363. TTY users, please dial 711.

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ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-888-217-2363 (TTY: 711).

注意：如果您說中文，可得到免費語言幫助服務。請致電 1-888-217-23639（聾啞人專用：711）



Global Emergency Services

Your enrollment through Moda Health includes a unique global emergency assistance program provided by Assist America. This program immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or non-medical emergency while traveling more than 100 miles away from your permanent residence, or in another country.

One tap on the Assist America app or a simple phone call will connect you to:

- A state-of-the-art 24/7 Operations Center
- Experienced, multilingual crisis management professionals
- Worldwide emergency response capabilities
- Air and ground ambulance service providers
- To activate the services, use the following Assist America reference number: **01-AA-MHP-1181**

Medical emergency services



Medical consultation, evaluation & referral

Calls to assist america's operations center are evaluated by multilingual, emergency-certified personnel and referred to qualified healthcare facilities.



Foreign hospital admission assistance

Assist america fosters prompt hospital admission outside the united states by validating the member's health coverage or by advancing funds to the hospital as needed. Funds must be reimbursed within 45 days.



Emergency medical evacuation

If adequate medical facilities are not available locally, assist america will arrange and pay for whatever mode of transport, equipment and personnel necessary to evacuate a member to the nearest facility capable of providing a high standard of care.



Medical monitoring

Assist america's medical personnel will maintain regular communication with the member's attending physician and/or hospital and relay information to the family, as appropriate.



Medical repatriation

If a member still requires medical assistance upon being discharged from a hospital, assist america will arrange and pay for the member to be transported home or to a rehabilitation facility, with a medical or non-medical escort, as necessary.



Prescription assistance

If a member needs a replacement prescription while traveling, assist america will help in filling that prescription. The member is responsible to send the cost of the medicine to moda health for claim payment. Any excluded expenses are the member's responsibility.

NON-MEDICAL EMERGENCY SERVICES



Care of Minor Children

Assist America will arrange for the care of children left unattended as the result of a medical emergency and pay for any transportation costs involved in such arrangements.



Compassionate Visit

If a member is traveling alone and will be hospitalized for more than seven days, Assist America will arrange and pay for economy, common carrier, round-trip transportation to the place of hospitalization for a designated family member or friend.



Return of Mortal Remains

Assist America will arrange and pay for the logistics of returning a member's remains home in the event of his or her death during travel.

Other non-medical emergency assistance services include:

- Return of Vehicle
- Lost Luggage & Document Assistance
- Legal & Interpreter Referrals
- Emergency Message Transmission
- Emergency Trauma Counseling
- Bail Bond & Emergency Cash Coordination
- Pre-trip Information

Download the mobile app

Access a wide range of global emergency assistance services from your phone by downloading the free assist america mobile app for iphone and android.



Tap for help

One-touch call to assist america's 24/7 Operations center



Voice over internet protocols

Avoid international phone charges by calling Assist america for free using a wi-fi connection



Pre-trip information

Access detailed country-specific information to prepare your trip



Travel alerts

Receive alerts on urgent global situations that may impact travel



Travel-status indicator

A gps feature letting you know when you are eligible for services



Embassy & U.S. Pharmacy locator

Locate the nearest embassy /consulate of 23 countries and pharmacies near you (u.S. Pharmacies only)



Mobile id cards

Your assist america id card is conveniently stored within the app



Available in 7 languages

The app is available in english, spanish, arabic, mandarin, thai, bahasa, and french

Enter your assist america reference number to set up the app: **01-Aa-mhp-1181**

Questions?

For questions about your Moda Health medical coverage, please contact Medical Customer Service at **503-243-3962** or toll-free at **888-217-2363**.

For more information about Assist America, visit **www.assistamerica.com**.

To activate the services

Contact Assist America at **+1 609 986 1234** (outside USA) or **+1 800 872 1414** (Toll Free)

Use the Assist America mobile app

Email **medservices@assistamerica.com**

Conditions

This program is not insurance and may be changed or discontinued at any time.

Assist America pays for all the transportation services it arranges. Requests for reimbursement for medical transport or other services arranged independently by the member will not be accepted. Assist America is not responsible for the cost of medical treatments and other non-medical services received by the member upon a referral made by Assist America.

Assist America will not provide services in the following instances:

- Travel undertaken specifically for securing medical treatment
- Injuries resulting from participation in acts of war or insurrection
- Commission of unlawful act(s)
- Attempt at suicide
- Incidents involving the use of drugs unless prescribed by a physician
- Transfer of member from one medical facility to another medical facility of similar capabilities and providing a similar level of care

Assist America will not evacuate or repatriate a member:

- Without medical authorization
- With mild lesions, simple injuries such as sprains, simple fractures, or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home
- With a pregnancy over six months
- With mental or nervous disorders unless hospitalized

Services will not be provided for the following types of travel:

- Trips exceeding 90 days from legal residence (separate purchase of Expatriate Coverage is available at www.assistamerica.com/expatriate)

While assistance services are available worldwide, transportation response time is directly related to the location/jurisdiction where an event occurs. Assist America is not responsible for failing to provide services or for delays in the delivery of services caused by strikes or conditions beyond its control, including by way of example and not by limitation, weather conditions, availability of airports, flight conditions, availability of hyperbaric chambers, communications systems, or where rendering of service is limited or prohibited by local laws.

All consulting physicians and attorneys are independent contractors and not under the control or responsibility of Assist America.



Delight in the Details

Why miss out on life's most precious moments because of hearing loss? Many wait too long to seek help, but you don't have to. That's why Moda Health partners with TruHearing® to provide you a comprehensive hearing care solution.

The TruHearing program makes it easy



Unmatched Service

- › TruHearing guides you from first call to aftercare and beyond
- › Our Hearing Consultants schedule an exam, fitting, and follow-up with a licensed provider near you
- › We work with your health plan to help you understand your program



Hearing Aids That Enhance Life¹

- › Stream your favorite music and shows with Bluetooth®
- › Smartphone apps help you remotely adjust your hearing aids and more
- › Virtually undetectable devices that match your lifestyle



Simply State-of-the-Art²

- › The latest sound enhancement technology removes the sound of your speech from all other amplified sound to make your voice sound more natural
- › Next-gen processing technology filters noise and helps you focus on voices
- › Rechargeable battery options last from breakfast to bedtime

Check your hearing

Moda-HS.TruHearing.com



Call TruHearing to learn more
and schedule an appointment

Hours:

8am–8pm, Monday–Friday

1-866-202-2170

TTY: 711

Example Savings (per aid)



Product	Retail Price	TruHearing Price	Savings
TruHearing® Advanced	\$2,720	\$1,250	\$1,470
⚡ Signia® Active	\$2,339	\$995	\$1,344
Widex Moment™ 110	\$1,458	\$795	\$663
⚡ Resound Key™ 4	\$2,186	\$1,070	\$1,116
⚡ Phonak® Audéo® M30 R	\$1,972	\$1,250	\$722

⚡ Rechargeable | Listed products are smartphone-compatible¹

How to Take Advantage of Your Hearing Benefit

- 1 Call TruHearing
- 2 Schedule a hearing exam
- 3 Order your hearing aid
- 4 Return for fitting and programming

Call TruHearing today and Start Saving!

1-866-202-2170 | For TTY, dial 711

All appointments must be scheduled through TruHearing.

This program also includes:



- + Risk-free 60-day trial period
- + 1 year of follow-up visits
- + 80 free batteries per non-rechargeable hearing aid
- + Full 3-year manufacturer warranty

¹ Smartphone-compatible hearing aids connect directly to iPhone®, iPad®, and iPod® Touch devices. Some TruHearing models connect to Android® phones directly. Connectivity also available to many Android phones with use of an accessory. TV streaming available through most TVs with use of an accessory. In-app interfacing requires provider activation.

² Features may vary by model. Activation required.

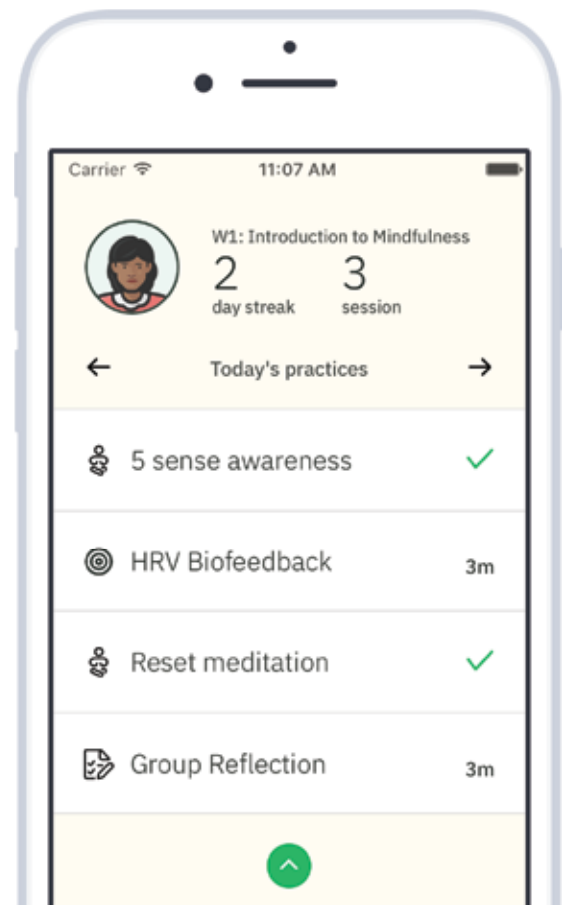
Prices and products subject to change.

Health plans provided by Moda Health Plan, Inc. Individual medical plans in Alaska provided by Moda Assurance Company.

All content ©2021 TruHearing, Inc. All Rights Reserved. TruHearing® is a registered trademark of TruHearing, Inc. All other trademarks, product names, and company names are the property of their respective owners. Retail pricing based on prices for comparable aids. Follow-up provider visits included for one year following hearing aid purchase. Free battery offer is not applicable to the purchase of rechargeable hearing aid models. Three-year warranty includes repairs and one-time loss and damage replacement. Hearing aid repairs and replacements are subject to provider and manufacturer fees. For questions regarding fees, contact a TruHearing hearing consultant. MODA_OR_1500_COM_C_F_0521

Now, you can get therapy on your smartphone!

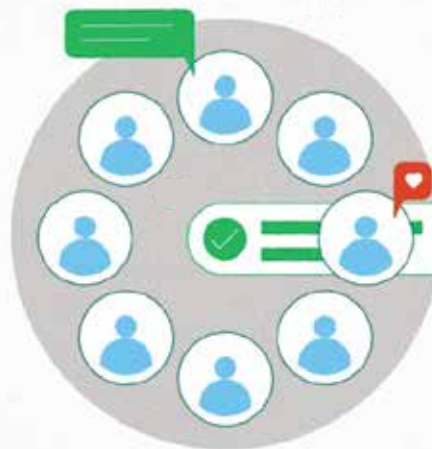
Moda Health and Meru Health offer a 12-week therapy program that is proven to reduce stress, depression and everything in between.



Wearable biofeedback training to increase focus and manage stress.



Mindfulness and behavioral techniques that can be practiced anytime, anywhere.



Confidential access to a personal, remote therapist via chat in the Meru App.



Learn more and sign up at modahealth.com/meru

8/10 of participants who complete the program improve or recover*

I experienced shame from being depressed, and could not talk about it. I often had to cancel therapy meetings because of my hectic schedule...

Communication through the Meru Health app was a good fit to my life and I gained a lot from conversations with my therapist.

- Lauri, 29



Meru Health's program is available to qualified Moda Health members 18 or older who must reside in Oregon, Washington, Idaho or Alaska during their participation. Meru Health's providers are licensed to practice in these states.

The initial call will be billed at the same Moda Health member cost share (subject to any deductible) as your in-network virtual care visit for mental health. After the initial evaluation call, this program is available at zero cost to Moda Health members.

For questions regarding your cost or benefits, call the Medical Customer Service phone number on the back of your Moda Health identification card.

To learn more and sign up for the program, visit modahealth.com/meru or take a photo to sign up with QR Code!

Note: Meru and Moda Health will not share the identity of any Moda member who enrolls in the program.



**A reduction of 5 points or greater on the PHQ-9 depression scale or 4 points or greater on the GAD-7 anxiety scale. Source: Meru Health employee population 2020 (n=90)"*

IDX™ identity protection

Keep your financial and medical information safe with IDX identity protection

IDX is the most complete identity protection service. And, as a Moda Health or Delta Dental member, you can enroll in IDX for no extra cost.

Why would you consider identity protection?

Medical identity theft is one of the fastest growing crimes in the U.S. IDX scans thousands of data sources to detect suspicious activity related to your identity. Any changes or new activity trigger an alert so you can act right away.

A service you can trust

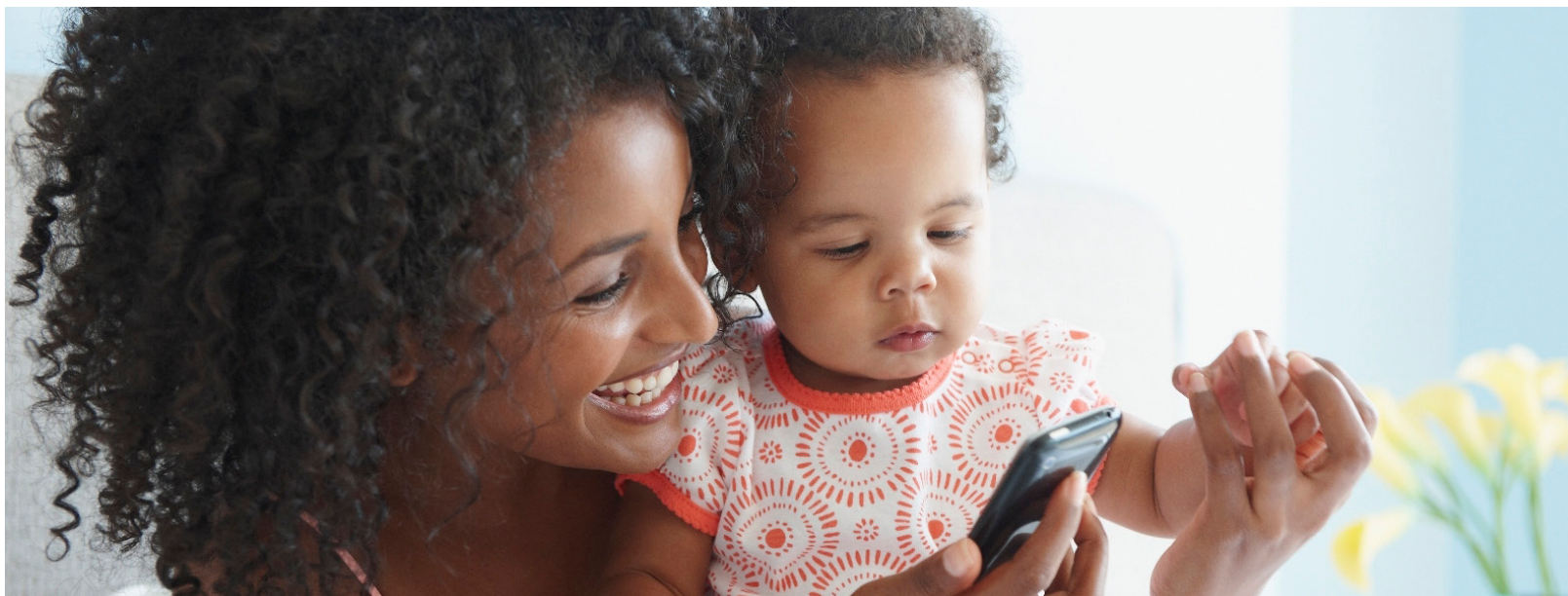
IDX is the largest provider of data breach response services in the country. Plus, they are the only identity protection service that includes the exclusive MIDAS™ technology to monitor health claims.

Sign up today!

Just go to modahealth.com/memberdashboard and log in to your Member Dashboard. If you do not have a Member Dashboard account, you can create one there. Proceed to your account page and look for the Medical Alert ID System information. Be sure you have your member ID card with you.

Questions?

We're here to help. Call us toll-free at 888-374-8907. TTY users, please dial 711. Or, email us at memberdashboard@modahealth.com.



modahealth.com

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 DELTA DENTAL

Delta Dental of Oregon & Alaska

moda
HEALTH

IDX features

IDX monitoring covers:

- Single bureau credit monitoring
- MIDAS health claims monitoring
- CyberScan™ dark web monitoring
- Social Security number trace
- Change in address
- Court records
- Payday loans

Privacy protection includes:

- Password Detective, which securely checks if your passwords have been compromised
- Lost Wallet Protection

Fully managed identity recovery

With limited power of attorney, the IDX team can act on your behalf, saving you stress and time.

Comprehensive insurance

Their comprehensive protection has you covered with \$1 million identity theft reimbursement insurance.

Moda, Inc. complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

注意：如果您說中文，可得到免費語言幫助服務。請致電 1-877-605-3229（聾啞人專用：711）



Never be Without a Doctor

Text a doctor for free,
24/7 with CirrusMD.

Download the CirrusMD app or connect online at
modahealth.com/cirrusmd and see how easy it
is to connect to a doctor in seconds!



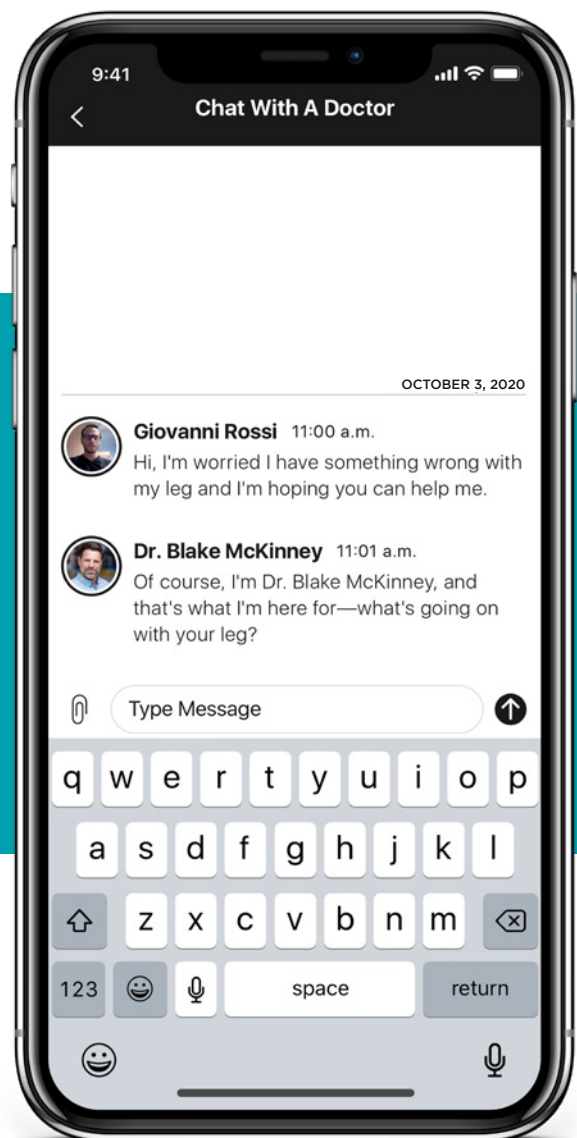
Use CirrusMD for:

- Coughs, fevers, sore throat
- Earaches, stomach pain, diarrhea
- Rashes, allergic reactions, animal/insect bites
- Back/abdominal pain
- Sports injuries, burns, heat-related illness
- Urinary tract infections
- General health questions

Doctors are available 24 hours a day,
7 days a week.

Learn more at modahealth.com/cirrusmd

Health plans provided by Moda Health Plan, Inc. Individual medical plans in Alaska provided by Moda Assurance Company. 0645-MH (08/20)



Stay active and fit for less

Staying fit is important to your overall health and well-being.
Joining a gym can help you add more physical activity to your day.

Join a gym for \$28 a month!

As a Moda Health or Delta Dental member, you have access to the Active&Fit Direct program. With memberships starting at \$28 a month, you can choose from over 12,200 participating gyms nationwide.

The program offers:

- A free guest pass to try out a gym before joining
- A robust online library of on-demand workout videos
- Access to online directory maps and a health club locator from any device
- Online tracking from a variety of wearable fitness devices, apps and exercise equipment

Ready to join?

Log in to your Member Dashboard account.

1. Select the Fitness Tools tile on the homepage
2. Select Discounted Gym Membership

Members should contact their gym of choice before signing up to see if there are any additional membership conditions or requirements.

Initial enrollment in the standard network of gyms is \$84. This includes an enrollment fee and covers the first two months.

Costs for premium exercise studios exceed \$28/mo. and an enrollment fee will apply for each premium location selected.

A two-month commitment is required.

Applicable taxes may apply.

Additional terms and conditions apply. The Active&Fit Direct program is provided by American Specialty Health Fitness, Inc., a subsidiary of ASH. Active&Fit Direct and the Active&Fit Direct logos are trademarks of ASH and used with permission herein.



1. Insert dental
SOB's here



DENTAL TOOLS

Manage your dental health easily, in one location

As a Delta Dental member, you have access to a complimentary set of dental tools within an online dashboard to help you manage your dental health.

Find a great dentist

Search for a top-rated professional near you using the Dentist Finder tool. It lets you pick the location, language, evening and weekend hours, and other helpful items.

Check treatment costs

If you think you might need a dental procedure, our dental tools can help you plan. You can use the Cost Calculator to easily check the cost of common procedures, and see if there are ways to save money. No more surprises at your dentist's office!

See your risks

Activate the Risk Assessments tool to discover your personal risk for tooth decay, cavities and gum disease.

Visit now

Log in to your member dashboard on our website and click on the "Dental Tools" tab at the top of the page.

If you do not have an account, you can create one by clicking on "Create an Account" within the login box and inputting your member ID.

Moda, Inc. complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711) CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY:711)

ORAL HEALTH, TOTAL HEALTH

Dental benefits that protect more than just your smile

If you are diabetic or pregnant in your third trimester, the Oral Health, Total Health program offers more ways to care for your teeth and mouth — and keep the rest of your body healthy, too.

If you have diabetes

Diabetes increases the risk of cavities, periodontal (gum) disease, tooth loss, dry mouth and infection. If you have been diagnosed with this disease you are eligible for four prophylactic (preventive) cleanings or periodontal maintenance visits per year through our Oral Health, Total Health program. Protect your teeth and gums by enrolling today.

For details on the Oral Health, Total Health program, refer to the dental Member Handbook or visit Member Dashboard, your personalized member website.

If you're pregnant

Pregnant members who have periodontal (gum) disease are more likely to have a premature and underweight baby. Bacteria can enter the bloodstream through the mouth, and the body's response to the infection can trigger early labor.

If you are expecting, you can enroll in the Oral Health, Total Health program to help prevent gum disease. If you've already had two cleanings for the year, you'll be eligible for another cleaning or checkup during your third trimester. This added preventive (prophylactic) visit is covered regardless of normal plan frequency limits. That way, you can receive a dental cleaning during the third trimester, no matter what.

Learn more and enroll

To enroll in the Oral Health, Total Health program, fill out the form on the reverse side of this sheet or access the form online by logging in to Member Dashboard. Once you've signed in, simply click on "Oral Health, Total Health" in the myHealth tab.

Questions?

We're here to help.
For questions, call our
dental services team toll free.
Oregon: 888-217-2365
Alaska: 888-374-8906

OVER →

Oral Health, Total Health enrollment form

To enroll in our Oral Health, Total Health program, please follow the instructions below.

For expectant members, enrolling is a one-step process

If you are pregnant, you can enroll in the Oral Health, Total Health program by calling Delta Dental Customer Service after you have scheduled your third trimester cleaning appointment. Be sure to tell us the date of your appointment. It's that easy.

For diabetics, enrolling is as easy as 1-2-3

- 1 Complete the form below.
- 2 Include proof of diagnosis.
- 3 Mail or fax both to Delta Dental.

Section 1: Insurance information

If you are diabetic and wish to enroll in the Oral Health, Total Health program, complete this enrollment form and fax it — along with proof of diagnosis.

Member name	Subscriber name	Subscriber ID number*
Group (plan) number*	Group name*	

* Find this information on your ID card and through Member Dashboard.

Section 2: Proof of diagnosis

Please select one of the following:

- ☐ I have attached proof of my diabetes diagnosis. *Examples of proof of diagnosis include a doctor's note or a copy of a prescription supporting a diabetes diagnosis.*
- ☐ I have Moda Health medical coverage and have had a claim paid by Moda Health for medical or pharmacy services related to my diabetes. We will verify the diagnosis on your behalf.

Section 3: Authorization

I certify that the information above has been truly and accurately recorded.

Signature	Date
-----------	------

When is it effective?

Your enrollment will be effective the first of the month after we receive and process both your completed Oral Health, Total Health enrollment form and proof of diagnosis.

Ready to submit? Mail or fax this form to Delta Dental:

Mail: Delta Dental, 601 S.W. Second Ave., Portland, OR 97204 **Fax:** 503-765-3297



PASSPORT DENTALSM

Take your smile on the road

No matter where in the world you roam, Passport DentalSM gives you access to great care through your dental plan.

In the states

Wherever you go, your dental plan benefits go with you. Our network, Delta Dental, lets you access over 2,300 dentists in Oregon and over 153,000 dentists across the country. You can choose any licensed dentist, but if you work with a dentist in the network, you'll get great care and better plan benefits.

To find a dentist in the U.S., visit our website and click Find Care. Then, search for dentists in all other states. Or, you can call AXA Assistance toll-free at 888-558-2705, 24 hours a day, seven days a week. Just say you're a Delta Dental plan member. An operator will connect you with a dentist in a flash.

Beyond borders

Whether you're traveling to Australia or Zimbabwe, AXA Assistance is there to help you find quality care. Call them collect at 312-356-5971 any time and tell them you're a Delta Dental plan member.

Please keep in mind that dentists outside of the U.S. are not considered contracted dentists. Nonparticipating and/or out-of-network coverage limits will apply.

OVER →

Find a dentist

Inside the U.S.:

Call toll-free at 888-558-2705

Outside the U.S.:

Call collect at 312-356-5971 and tell the operator you are a Delta Dental member.

How do I submit a claim?

When traveling outside the U.S., pay for your treatment and request an itemized receipt. Submit your receipt to us for reimbursement after you get home. For faster payment, make sure you include:

- The dentist's name and address, including country
- Member's name and date of birth
- A description of services performed
- Tooth number(s) and tooth surface(s) treated
- Individual charge for each service, and whether those charges were billed in U.S. dollars or another currency

You'll be paid back according to your plan benefits. Please check your Member Handbook for benefit details.

Questions?

We're here to help. Call our dental services team toll-free.

Oregon: 888-217-2365

Alaska: 888-374-8906

We comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY: 711)



TELEDENTISTRY.COM

Delta Dental Virtual Visits

Sometimes dental trouble shows up at the worst time—late at night, over the weekend or when you're far from home. That's why Delta Dental of Oregon and Alaska is teaming up with **Teledentistry.com** to offer our group members 24/7 access to virtual dental care from your phone or computer. It's quick, safe, and you can get immediate help from wherever you are.

Members can use Delta Dental Virtual Visits when you:



have a dental problem after hours



need urgent care and don't have a regular dentist



want to talk to a dentist from home



are traveling and need dentist assistance

During your virtual visit, a licensed dentist can send a prescription* to your pharmacy or connect you with an in-network dentist for follow-up care. You can access Teledentistry.com through your Member Dashboard.

**Teledentistry.com dentists cannot prescribe controlled substances or write international prescriptions.*

The vital connection between oral health and overall health

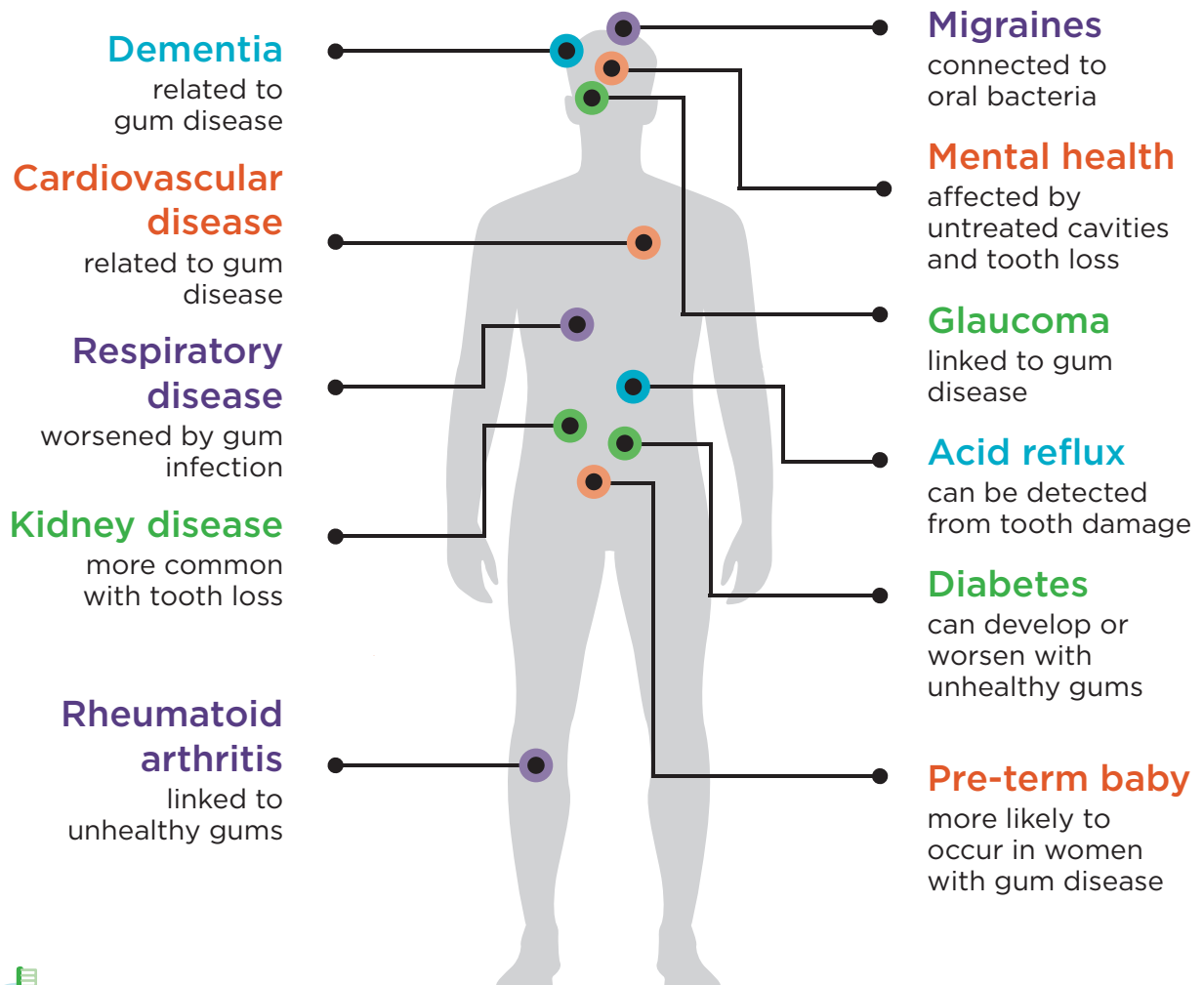


Did you know?

Nearly half of U.S. adults over the age of 30 have some form of gum disease.

Why it matters

Poor gum health and tooth loss can affect your overall health. Research has linked gum disease to cardiovascular disease, diabetes and strokes. Both can increase your risk for a variety of chronic conditions and health issues, including:



Good oral hygiene is essential. Be sure to brush and floss twice a day.

[DeltaDentalOR.com](https://www.DeltaDentalOR.com)



PREVENTIVE DENTAL CARE

Visit the dentist and put a smile in your wallet

Taking care of your teeth and gums is a basic good health habit. Regular dental checkups can save you money by catching issues early, before they become costly. That's money in your hand.

What is preventive dental care?

Preventive care is what you and your dentist do to keep your teeth and gums healthy. The health of your teeth and gums affects the way you speak, chew and swallow. You can prevent dental cavities and gum disease by brushing twice a day, flossing daily and visiting your dentist for regular cleanings and checkups.

See your dentist at least every year. Work with your dentist to start lifelong habits that will reduce the inflammation in your mouth.

When you prevent inflammation in your mouth, you help prevent inflammation in the rest of your body. Inflammation anywhere in your body increases your risks for serious chronic diseases, such as heart disease and diabetes.

In addition, healthy gums and teeth can help you stay healthy overall. See your dentist regularly to prevent dental diseases and you'll also work to prevent other diseases, like diabetes, from forming.

OVER →

Oral Health, Total Health

Our Oral Health, Total Health program offers special preventive benefits to people with diabetes and pregnant members in their third trimester. Diabetes increases the risk of cavities, gum disease, tooth loss, dry mouth and infection. Members who have diabetes can get four dental cleanings or gum maintenance sessions per year to help maintain a healthy mouth. Pregnant members who have gum disease are more likely to have a premature or underweight baby. The Oral Health, Total Health program allows pregnant members to receive a dental cleaning during their third trimester, regardless of their normal plan benefits. Dental decay is a disease that can be passed from parent to child. If you're a parent, you need good dental health habits to prevent bad bacteria from being passed to your baby. Keep your child's smile bright! For a list of dental providers, visit our website and select "Find Care."

How can preventive care save you money?

Good self-care and regular checkups help reduce the need for expensive dental work down the road or emergency room visits for painful toothaches and other issues.

Questions?

We're here to help. Call our dental services team toll free.

Oregon: 888-217-2365

Alaska: 888-374-8906

TTY users, please call 711.

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CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY:711)



DELTA DENTAL NETWORKS

Save money on dental visits

Your dental plan lets you see any licensed dentist you want. But when you see a provider in our Delta Dental networks, you'll save money; and visiting a Delta Dental PPO dentist will give you an even better deal.

Choose Delta Dental providers to keep costs low

Your dental plan gives you access to Delta Dental, the largest network of dentists in the nation. You'll find Delta Dental providers close to home and across the country.

Through Delta Dental PPO and Premier networks, we set limits on what dentists can charge for certain services. It's our way of connecting you with great care at even better rates.

You'll save the most when you visit Delta Dental PPO providers. They agree to accept our lowest contracted rates as full payment.

Both Delta Dental networks protect you from 'balance billing' — the practice of billing you for the difference between your dentist's fees and the rates your dental plan will pay.

OVER →

What you pay by network

Here's how your network choice can affect your bill:

Delta Dental PPO dentists

- Lowest costs and the most savings
- No balance billing

Delta Dental Premier dentists

- Slightly higher costs with some savings
- No balance billing

Non-Delta Dental dentists

- Higher costs, since dentists don't set fee agreements
- Balance billing

Find an in-network dentist

To locate a provider near you, log in to your Member Dashboard and select "Find Care."

Your dentist's network determines your cost

What you save

What you pay



The share of costs shown in this graphic are samples only. Actual dentist fees and other charges will vary.

Questions?

We're here to help. Call our dental services team toll free.
Oregon: 888-217-2365

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DENTAL BENEFITS

An additional benefit when you need it: The Special Health Care Needs Benefit from Delta Dental

Delta Dental members (children and adults) with qualifying special healthcare needs, now have access to additional benefits.

Seeing the dentist can be overwhelming for a person with special health care needs. In the U.S., 6.5 million people with disabilities can't access necessary dental care, despite being at a higher risk for oral health issues. We're working to change that.

Starting January 1, 2024, Delta Dental of Oregon & Alaska is introducing additional benefits for members with special health care needs. These benefits will reduce barriers to getting dental care and help make dentist visits a more positive experience, because everyone deserves a healthy smile.

What are special health care needs?

As defined by the American Academy of Pediatric Dentistry, special health care needs include any physical, developmental, mental, sensory, behavioral, cognitive or emotional impairment or limiting condition requiring medical management, health care intervention and/or use of specialized services or programs. The condition may be congenital, developmental or acquired through disease, trauma or environmental causes, and may impose limitations in performing daily self-maintenance activities or substantial limitation in a major life activity.

OVER →

What is included in the enhanced benefit?

- Additional exams and/or consultations.
- Up to four dental cleanings in a benefit year.
- Treatment delivery modifications to help dental staff provide oral health care for patients with sensory sensitivities, behavioral challenges, severe anxiety or other barriers to treatment.

How do I get these benefits for myself/my spouse/my dependent?

Call the Delta Dental Customer Service team at **888-217-2365** for Oregon or **888-374-8906** for Alaska.

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CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY:711)



DENTAL BENEFITS

Health through Oral Wellness®

When it comes to oral health, we know some people need more care than others. Delta Dental of Oregon's Health through Oral Wellness® program offers extra benefits to members who have greater risk for oral diseases.

The program uses a clinical oral health assessment to find out your risk of tooth decay, gum disease and oral cancer. Based on your risk score, you may qualify for additional cleanings, fluoride treatments, sealants and periodontal maintenance.

With extra benefits and related care, you can:

- Take charge of your oral health
- Prevent oral health issues before they happen
- Access resources to manage your oral health
- Learn how to achieve and maintain better oral wellness

Ready to get started?

Follow these simple steps to see if you qualify:

- 1 Visit deltadentalor.com/oralwellness/members to learn more about the program and take a free oral health risk self-assessment. You can choose to share your results with your dentist to start the conversation.
- 2 Talk to your dentist about the program. If they're not registered, ask them to call our toll-free Health through Oral Wellness provider line at 844-663-4433. Once registered, they can perform an oral health risk exam and can let you know if you qualify.

OVER →

- 3 To look for providers registered with the program, go to deltadentalor.com and choose Find Care. Dental providers registered with Health through Oral Wellness will have a badge icon next to their name.



Registered
provider
badge icon

** All enhanced dental benefits are subject to your plan's annual maximum and other limitations.*

Questions?

We're here to help. Contact our customer service team toll-free at 888-217-2365. TTY users, please call 711. Or visit deltadentalor.com to learn more.

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Direct Option DO7M – Willamette Dental

Benefit	Members pay
Annual maximum	No annual maximum
Deductible	No deductible
General office visit	\$30 per visit
Diagnostic and preventive services	
Routine and emergency exams	Covered with the Office Visit Copay
Routine X-rays	Covered with the Office Visit Copay
Teeth cleaning	Covered with the Office Visit Copay
Fluoride treatment	Covered with the Office Visit Copay
Sealants (per tooth)	Covered with the Office Visit Copay
Head and neck cancer screening	Covered with the Office Visit Copay
Oral hygiene instruction	Covered with the Office Visit Copay
Periodontal charting	Covered with the Office Visit Copay
Periodontal evaluation	Covered with the Office Visit Copay
Restorative dentistry and prosthodontics	
Fillings	\$30
Porcelain-metal crown	\$400
Complete upper or lower denture	\$500
Bridge (per tooth)	\$400
Dental implant surgery	You pay charges in excess of \$1,500*
Endodontics and periodontics	
Root canal therapy – anterior	\$175
Root canal therapy – bicuspid	\$225
Root canal therapy – molar	\$325
Osseous surgery (per quadrant)	\$350
Root planing (per quadrant)	\$150
Oral surgery	
Routine extraction (single tooth)	\$30
Surgical extraction	\$175
Orthodontia treatment	
Pre-orthodontia services	\$150**
Comprehensive orthodontic services	\$3,000
Miscellaneous	
Local anesthesia	Covered with the Office Visit Copay
Dental lab fees	Covered with the Office Visit Copay
Nitrous oxide	\$40
Specialty office visit	\$30
Out of area emergency care reimbursement	You pay charges in excess of \$100

*Limited to one dental implant surgery per calendar year.

**Copayment credited towards the Comprehensive Orthodontic Service copayment if patient accepts treatment plan.

Can I sign up for the Direct Option Plan and still go to my own dentist?

To receive the excellent benefits of your Direct Option Plan you must receive care from a Willamette Dental dentist or specialist. Your coverage also extends if you are referred to an outside dentist or specialist by your Willamette Dental dentist. If referred to an outside dentist or specialist, your copayments remain the same as shown in your Summary of Benefits.

How do I schedule an appointment?

To schedule an appointment that meets your scheduling needs, please call the Willamette Dental Appointment Center: Toll Free 1-855-4DENTAL (433-6825)
Appointment Center Hours:
Monday – Friday 7 a.m. to 5:30 p.m. PT
Saturday 7 a.m. to 1 p.m. PT

How long does it generally take to get an appointment?

The length of wait-time for an appointment may vary based on your choice of provider, dental office location, appointment type and your desired day or time of appointment. Willamette Dental's goal is to get you in within days or weeks to fit your lifestyle.

All of Willamette Dental office locations practice the Simple Scheduling method. Through this model, more appointment types are offered everyday so you can be seen when it fits your schedule and needs.

What can I expect at my first visit?

During your first visit to a Willamette Dental office, you will receive a thorough dental examination that includes X-rays and comprehensive risk assessments. Your dentist will develop a Proactive Dental Care Plan based upon your immediate needs, current dental health and long-term oral health goals. This individual plan will include recommendations for cleanings, restorations and preventive treatments. Most patients will receive a cleaning at their first visit, based on the assessment and recommendation from your dentist.

Is orthodontia available at every office?

Specialty services, including orthodontia are generally available on a regional basis. To find out where specialty services are available in your area, simply contact the Willamette Dental Appointment Center toll free at (855) 433-6825.

What if I have a dental emergency?

Willamette Dental provides emergency dental care during regular office hours. If you have a dental emergency, you should call the Appointment Center toll free at (855) 433-6825. If necessary, you will be scheduled to see a dentist within approximately 24 hours. After-hours, a dentist is available for dental emergency consultation over the telephone, at no cost.

What if I have a dental emergency while I'm out of town?

If you are traveling 50 miles or more from a Willamette Dental office, you may obtain emergency treatment from any licensed dentist. Emergency dental treatment may be eligible for reimbursement up to the amount stated in your Member Handbook. Upon returning home, contact Willamette Dental Member Services Department for reimbursement.

What kind of training and experience do Willamette Dental dentists have?

All Willamette Dental dentists meet high standards for professional qualifications, licenses, endorsements, and certifications. Most have years of experience, and every dentist participates in the Willamette Dental Quality Assurance Program that includes regular peer reviews to ensure optimal care. Willamette Dental actively promotes professional development to continually enhance the capabilities of all Willamette Dental providers. Credentialing and information for all Willamette Dental providers, including patient ratings and comments, is available at willamettedental.com.

Can I get major work done right away?

The practice philosophy at Willamette Dental is to first diagnose and treat urgent conditions that pose an immediate threat to your oral health. The next priority is prevention; controlling the disease process. It is important that you be an active partner in maintaining good oral health to ensure the long-term success of the major restorative work you receive. Major restorative work is performed when your Willamette Dental dentist determines your teeth and supporting structures are stabilized, and when you have demonstrated a commitment to maintaining your oral health. This is the best way to ensure the long-term success of whatever major restorative work that you may need.

How do I change an appointment?

If you need to reschedule or cancel an appointment, please call the Willamette Dental Appointment Center at (855) 433- 6825 as soon as possible. Your provider may charge a missed appointment fee for any appointment that you miss without a minimum of 24 hours prior notice.

Who do I call for more information?

Please direct questions about your dental plan or service to the Willamette Dental Member Services Department:
Monday – Friday 7 a.m. to 5:30 p.m. PT
Saturday 7 a.m. to 1 p.m. PT
Phone 1-855-4DENTAL (433-6825)
Email memberservices@willamettedental.com

Please refer to your Member Handbook for limitations and exclusions.

Offices & Specialty Locations

Visit our website at willamettedental.com

for up-to-date information about our dental offices and providers,
including addresses, directions, hours and patient ratings & comments.

Oregon Offices

Albany

2225 Pacific Boulevard. SE,
Suite 201
Albany, OR 97321
General Dentistry

Beaverton

4925 SW Griffith Drive
Beaverton, OR 97005
General Dentistry
Dentures
Orthodontics

Bend

62968 O.B. Riley Road,
Suite 12
Bend, OR 97703
General Dentistry
Orthodontics

Corvallis

2420 NW Professional Drive,
Suite 150
Corvallis, OR 97330
General Dentistry
Orthodontics

Eugene

2703 Delta Oaks Drive,
Suite 300
Eugene, OR 97408
General Dentistry

Gresham

1107 NE Burnside Road
Gresham, OR 97030
General Dentistry

Hillsboro

5935 SE Alexander Street
Hillsboro, OR 97123
General Dentistry

Lincoln City

1105 SE Jetty Avenue,
Suite B
Lincoln City, OR 97367
General Dentistry

Medford

773 Golf View Drive
Medford, OR 97504
General Dentistry
Orthodontics

Milwaukie

6902 SE Lake Road,
Suite 200
Milwaukie, OR 97267
General Dentistry

Portland – Jefferson

1933 SW Jefferson Street
Portland, OR 97201
General Dentistry

Portland – Lents

8931 SE Foster Road.,
Portland, OR 97266
General Dentistry
Dentures
Endodontics
Orthodontics
Pediatric Dentistry

Portland – Stark 1

13255 SE Stark Street
Portland, OR 97233
General Dentistry
Dentures

Portland – Stark 2

405 SE 133rd Avenue
Portland, OR 97233
General Dentistry

Salem – Lancaster

3490 NE Lancaster Drive
Salem, OR 97305
General Dentistry
Dentures
Endodontics
Oral Surgery
Orthodontics

Salem – Liberty

142 Pembroke Street SE
Salem, OR 97302
General Dentistry

Springfield

2510 Game Farm Road
Springfield, OR 97477
General Dentistry

Springfield Specialty

2530 Game Farm Road
Springfield, OR 97477
Endodontics
Oral Surgery
Orthodontics

Tigard

7095 SW Gonzaga Street
Tigard, OR 97223
General Dentistry
Endodontics
Oral Surgery
Periodontics

Tualatin

17130 SW Upper Boones
Ferry Road
Durham, OR 97224
General Dentistry

Plan coverage also extends if you are referred to an outside dentist or specialist by your Willamette Dental dentist. If referred to an outside dentist or specialist, your copayments remain the same as shown in your Summary of Benefits.

For Appointments or Member Services, please call 1.855.433.6825

Offices & Specialty Locations

Visit our website at willamettedental.com

for up-to-date information about our dental offices and providers,
including addresses, directions, hours and patient ratings & comments.

Washington Offices

Bellevue

626 120th Avenue NE,
Suite B210
Bellevue, WA 98005
*General Dentistry
Orthodontics*

Bellingham

4164 Meridian Street, Suite 300
Bellingham, WA 98226
*General Dentistry
Endodontics
Orthodontics*

Everett

3216 Norton Avenue
Everett, WA 98201
*General Dentistry
Endodontics
Orthodontics*

Kent

510 Washington Avenue N
Kent, WA 98032
*General Dentistry
Orthodontics*

Longview

1461 Broadway Street, Suite A
Longview, WA 98632
General Dentistry

Mountlake Terrace

6505 216th Street SW, Suite 200
Mountlake Terrace, WA 98043
General Dentistry

Olympia

4550 3rd Avenue SE,
Lacey, WA 98503
*General Dentistry
Dentures
Endodontics
Implants
Orthodontics
Periodontics*

Pullman

1646 S Grand Avenue
Pullman, WA 99163
*General Dentistry
Orthodontics*

Puyallup

702 South Hill Park Drive,
Suite 201
Puyallup, WA 98373
*General Dentistry
Orthodontics*

Richland

1426 Fowler Street
Richland, WA 99352
*General Dentistry
Implants
Endodontics
Orthodontics
Periodontics*

Seattle North

11011 Meridian Avenue North,
Suite 104
Seattle, WA 98133
*General Dentistry
Endodontics
Implants
Orthodontics
Periodontics*

Silverdale

3505 NW Anderson Hill Road
Silverdale, WA 98383
General Dentistry

Spokane – Northpointe

9717 N Nevada
Spokane, WA 99218
General Dentistry

Spokane Valley

9019 E Mission Avenue
Spokane Valley, WA 99212
*General Dentistry
Endodontics
Orthodontics
Periodontics*

Tacoma

3866 S 74th Street, Suite 200
Tacoma, WA 98406
*General Dentistry
Dentures
Endodontics
Implants
Oral Surgery
Orthodontics
Periodontics*

Tumwater

6120 SE Capitol Blvd.
Tumwater, WA 98501
General Dentistry

Vancouver – Hazel Dell

910 NE 82nd Street
Vancouver, WA 98665
*General Dentistry
Orthodontics*

Vancouver – Mill Plain

9609 E Mill Plain Boulevard.
Vancouver, WA 98664
General Dentistry

Yakima

1200 Chesterly Drive, Ste 230
Yakima, WA 98902
*General Dentistry
Orthodontics*

Idaho Offices

Boise

607 N. Mitchell Street
Boise, ID 83704
*General Dentistry
Implants
Orthodontics*

Coeur d'Alene

943 W Ironwood Drive,
Suite 200
Coeur d'Alene, ID 83814
*General Dentistry
Orthodontics*

Idaho Falls

2860 Valencia Drive
Idaho Falls, ID 83404
*General Dentistry
Orthodontics*

Meridian

1075 S Wells Street
Meridian, ID 83642
*General Dentistry
Endodontics
Orthodontics*

Nampa

16145 N High Desert St
Nampa, ID 83687
General Dentistry

Twin Falls

452 Cheney Drive West,
Suite 150
Twin Falls, ID 83301
*General Dentistry
Endodontics
Orthodontics*

Plan coverage also extends if you are referred to an outside dentist or specialist by your Willamette Dental dentist. If referred to an outside dentist or specialist, your copayments remain the same as shown in your Summary of Benefits.

For Appointments or Member Services, please call 1.855.433.6825

Nondiscrimination notice

We follow federal civil rights laws. We do not discriminate based on race, religion, color, national origin, age, disability, gender identity, sex or sexual orientation.

We provide free services to people with disabilities so that they can communicate with us. These include sign language interpreters and other forms of communication.

If your first language is not English, we will give you free interpretation services and/or materials in other languages.

If you need any of the above, call:

888-217-2365 (TDD/TTY 711)

If you think we did not offer these services or discriminated, you can file a written complaint.

Please mail or fax it to:

Delta Dental of Oregon and Alaska
Attention: Appeal Unit
601 SW Second Ave.
Portland, OR 97204
Fax: 503-412-4003

If you need help filing a complaint, please call Customer Service.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone:

U.S. Department of Health
and Human Services
200 Independence Ave. SW, Room 509F
HHH Building, Washington, DC 20201
800-368-1019, 800-537-7697 (TDD)

You can get Office for Civil Rights complaint forms at hhs.gov/ocr/office/file/index.html.

Scott White coordinates our nondiscrimination work:

Scott White,
Compliance Officer
601 SW Second Ave.
Portland, OR 97204
855-232-9111
compliance@modahealth.com

DeltaDentalAK.com | DeltaDentalOR.com

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY:711)

注意：如果您說中文，可得到免費語言幫助服務。請致電1-877-605-3229（聾啞人專用：711）

주의: 한국어로 무료 언어 지원 서비스를 이용하시려면 다음 연락처로 연락해주시기 바랍니다. 전화 1-877-605-3229 (TTY: 711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyong tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711)

تنبيه: إذا كنت تتحدث العربية، فهناك خدمات مساعدة لغوية متاحة لك مجاناً. اتصل برقم (الهاتف النصي: 711) 1-877-605-3229

ہوئے ہیں تو لانی (URDU) توجہ دیں: اگر آپ اردو اعانت آپ کے لیے بلا معاوضہ دستیاب ہے۔ 1-877-605-3229 (TTY: 711) پر کال کریں

ВНИМАНИЕ! Если Вы говорите по-русски, воспользуйтесь бесплатной языковой поддержкой. Позвоните по тел. 1-877-605-3229 (текстовый телефон: 711).

ATTENTION : si vous êtes locuteurs francophones, le service d'assistance linguistique gratuit est disponible. Appelez au 1-877-605-3229 (TTY: 711)

توجہ: در صورتی کہ بہ فارسی صحبت می کنید، خدمات ترجمہ بہ صورت رایگان برای شما موجود است. با (TTY: 711) 1-877-605-3229 تماس بگیرید.

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपको भाषाई सहायता बिना कोई पैसा दिए उपलब्ध है। 1-877-605-3229 पर कॉल करें (TTY: 711)

Achtung: Falls Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachassistentendienste zur Verfügung. Rufen sie 1-877-605-3229 (TTY: 711)

注意:日本語をご希望の方には、日本語サービスを無料で提供しております。1-877-605-3229 (TTY、テレタイプライターをご利用の方は711)までお電話ください。

અગત્યનું: જો તમે (ભાષાંતર કરેલ ભાષા અહીં દર્શાવેલ) બોલો છો તો તે ભાષામાં તમારે માટે વિના મૂલ્યે સહાય ઉપલબ્ધ છે. 1-877-605-3229 (TTY: 711) પર કોલ કરો

ໂປດຊາວ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການຊ່ວຍເຫຼືອດ້ານພາສາແມ່ນມີໃຫ້ທ່ານໂດຍບໍ່ເສື່ອຄ່າ. ໂທ 1-877-605-3229 (TTY: 711)

УВАГА! Якщо ви говорите українською, для вас доступні безкоштовні консультації рідною мовою. Зателефонуйте 1-877-605-3229 (TTY: 711)

ATENȚIE: Dacă vorbiți limba română, vă punem la dispoziție serviciul de asistență lingvistică în mod gratuit. Sunați la 1-877-605-3229 (TTY 711)

THOV CEEB TOOM: Yog hais tias koj hais lus Hmoob, muaj cov kev pab cuam txhais lus, pub dawb rau koj. Hu rau 1-877-605-3229 (TTY: 711)

ត្រូវចងចាំ៖ បើអ្នកនិយាយភាសាខ្មែរ ហើយត្រូវការសេវាកម្មជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ គឺមានផ្តល់ជូនលោកអ្នក។ សូមទូរស័ព្ទទៅកាន់លេខ 1-877-605-3229 (TTY: 711)

HUBACHIIISA: Yoo afaan Kshtik kan dubbattan ta'e tajaqijiloonni gargaarsaa isiniif jira 1-877-605-3229 (TTY:711) tiin bilbilaa.

โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือด้านภาษาได้ฟรี โทร 1-877-605-3229 (TTY: 711)

FA'AUTAGIA: Afai e te tautala i le gagana Samoa, o loo avanoa fesoasoani tau gagana mo oe e le totogia. Vala'au i le 1-877-605-3229 (TTY: 711)

IPANGAG: Nu agsasaoka iti Ilocano, sidadaan ti tulong iti lengguahe para kenka nga awan bayadna. Umawag iti 1-877-605-3229 (TTY: 711)

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń: 1-877-605-3229 (obsługa TTY: 711)



modahealth.com/bendchamber

Portland office (corporate headquarters)

601 SW Second Ave.
Portland, OR 97204-3156
855-718-1767
Monday through Friday, 7:30 a.m. to 4 p.m.