

From: Karen Giles
Sent: Tuesday, October 05, 2010 1:32 PM
Subject: Egyptian Trust - IMPORTANT - Please review
Attachments: Member Letter.pdf



This email is being sent to all of the Superintendents, Board of Managers Members and Bookkeepers we have on file for the Egyptian Trust. If you received this email in error please forward to the appropriate party and contact Krista Breakfield at the Metro East Service Office of Meritain Health to update the contact information.

Dear Participating Employer Group ~

Please review the following carefully concerning two very important points about the voluntary dental plan.

1. As you are all aware by now, Delta Dental has replaced United HealthCare as the voluntary dental insurance carrier effective September 1, 2010.

Meritain Health recently identified all members who were enrolled in the voluntary dental insurance program prior to September 1, 2010 and mailed the attached letter to member's homes.

This letter explains to the member that Meritain Health will discontinue processing any voluntary dental claim for services rendered prior to September 1, 2010 as of **November 30, 2010**. It is important this information is reinforced to the membership and they submit any outstanding claims as soon as possible. If you have mass email ability to reach out to your employees or another way to reach your employees, we request you do so with a copy of the attachment and/or this email.

Should a member have questions concerning any of their outstanding claims or need additional information please have them contact Meritain Health Customer Service Department at (800) 844-7979.

2. It has come to our attention many of you are ordering the dental ID cards via www.meritain.com. Delta Dental is the only party who will issue the voluntary dental ID cards. Those ID cards may be requested by calling Delta Dental Customer Service at (800) 323-1743 or by accessing the Delta Dental website at www.deltadentalil.com. Should you have any questions regarding the Delta Dental voluntary dental program please contact your Account Manager, Deb Ulmer, at dulmer@deltadentail.com or (630)718-4936. Please also note the Egyptian Trust website (www.egtrust.org) provides links to all

contracted vendors including Delta Dental of Illinois.

We appreciate your attention and assistance with this matter.

Sincerely,

Karen L. Giles

Vice President, Client Relations

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