

**From:** Karen Giles [karen.giles@meritain.com]  
**Sent:** Monday, November 15, 2010 2:50 PM  
**Subject:** VOLUNTARY DENTAL CLAIMS FOR DATES OF SERVICE PRIOR TO SEPTEMBER 1, 2010



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 ~

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 WILL DISCONTINUE PROCESSING CLAIMS FOR DATES OF SERVICE PRIOR TO SEPTEMBER 1, 2010 ON NOVEMBER 30, 2010.**

Please advise your employees who may have been covered by the United HealthCare voluntary dental program that if they have an unsettled claim they must send that claim immediately. In order to assist where possible, employees may fax those unsettled voluntary dental claims for dates of service PRIOR TO SEPTEMBER 1, 2010 to the Meritain Service Office at 888-525-2799.

**Claims received after November 29, 2010 for treatment dates prior to September 1, 2010 WILL BE DENIED. ACCORDING TO UNITED HEALTH CARE - THERE WILL BE NO EXCEPTIONS TO THIS RULE !**

Members who have questions about claims or enrollment on or after September 1, 2010 may call Delta Dental Customer Service at (800) 323-1743 or access the Delta Dental website at [www.deltadentalil.com](http://www.deltadentalil.com).

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