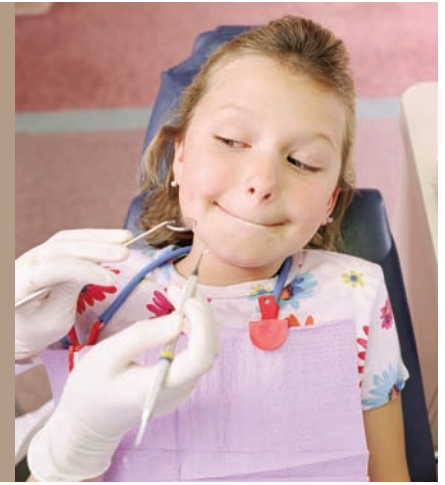


ODS

FALL 2007

Dental Office *update*



PEBB coverage changes bring increased benefit levels

We want to make sure you are aware of benefit changes effective January 1, 2008 for one of ODS' largest groups, the Public Employees' Benefit Board (PEBB).

Some of the changes include increased benefit levels for employees. Examples include a 75% benefit for crowns, the addition of implant coverage, and a higher annual maximum and orthodontic lifetime maximum.

A change that applies to all PEBB members is that some frequencies, such as cleanings, will now be based on the dentist's assessment of the patient's oral health and risk factors. This means that some members, such as those with a history of periodontal therapy or based on medical need (such as pregnancy or diabetes), will be eligible for up to four periodontal maintenance or prophylaxis visits in a calendar year. Other members with healthy mouths and low risk factors will be eligible for one prophylaxis in a calendar year. Both the cleaning

and x-ray benefits are based on the dentist's assessment of the patient's oral health and risk factors. The exam benefit is twice in a calendar year and is not assessment based.

PEBB envisions the dental cleaning and x-ray benefits to be customized to the individual patient needs and risks based on the dentist's assessment. ODS provided dentists with a risk criteria list for use only as a general guideline. We understand there will be other scenarios where more frequent service is appropriate. We expect you will make the decision based on your professional judgment. Please note: there is no form to submit to ODS; we simply ask that you document your assessment in the patient's chart.

The PEBB plan does not cover two cleanings per year when done only because that is your office's standard practice or when a patient simply wants additional services. In those cases, we ask you to have the patient pay for the additional cleaning and

not bill insurance or note the words "patient request" in the claim remarks.

Another element of PEBB's vision is to encourage discussion with PEBB members about their risk factors, lifestyle changes that could minimize the risk of disease, and the frequency of cleanings appropriate for their oral health.

We understand that this benefit design is very different than the rest of our plans and appreciate your patience as we work to implement and educate on these changes for PEBB. If you have seen a PEBB member in the last year, you will have already received a letter about these changes. PEBB members can be identified by the group name listed on the ODS ID card or on Benefit Tracker. To help answer your questions, we have more information including the complete details of all the benefit changes on our website at www.odscompanies.com.

Fast answers to your questions

As you know, we are in the process of transitioning to our enhanced system. During this transition, checks and payment disbursement registers (PDRs) are sent from both systems depending on membership. To avoid being transferred when calling customer service, we

recommend you call the phone number listed on the PDR for the claim in question. The best times to reach us are when we open at 7:30 a.m. or in the late afternoon.

If you are checking eligibility, we recommend using Benefit Tracker, our free online web service which

lists information on members in both systems.

You can also contact us via e-mail. Send questions directly to dental@odscompanies.com or from the link on our website at www.odscompanies.com.



Sealants

Effective with claims received November 1, 2007, ODS will be making a change to how we process claims for sealants. Benefits for sealants will now include repair or replacement within 24 months. According to the ADA, sealants usually last several years before a reapplication is needed. Therefore, the dentist placing the sealant will be responsible for their work within a 24-month period.

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Special thanks

ODS wants to thank all of our dentists who see OHP patients. For some providers, OHP participation helps build a practice and fill chairs. For others, we recognize that this service is provided to needy patients in your area as a way to give back to the community. Thank you so much for the care you give these patients.

Coordination of benefits update

We want to make you aware that starting next year, fewer members will have a Coordination of Benefit (COB) credit savings. This is the result of changes to Oregon's COB regulations. This change should result in fewer overpayment refund situations.



ODS Online Dental
Benefits and Eligibility
www.odskompanies.com

Moving?

Help new and existing patients find you by contacting the dental professional relations department with your new office contact information. This allows us to keep a current listing of your address and phone number in our directories. It will also help you get your claims paid quickly and efficiently.

To contact dental professional relations directly, you can fax the information to us at 503-243-3965 or call 888-374-8905. Please note this phone number is a correction to the number listed in our dentist handbook.

