

## IMPORTANT UPDATE FROM DELTA DENTAL OF COLORADO

As things continue to evolve because of the COVID-19 pandemic, Delta Dental of Colorado has been evaluating the best ways to respond to and assist all of our valued stakeholders, including providers, employers, individual subscribers, brokers, and our community. I am pleased to let you know that because of reduced claims activity for March and April from mandated COVID-19 provider office closures, **Delta Dental of Colorado (DDCO) is providing billing credits for all directly contracted customers.**

**All eligible fully insured customers will receive two 50% premium credits, based on the total amounts invoiced for March and April, applied to the July and August invoices. All eligible self-funded customers will receive a credit for 100% of the total amount of administration fees invoiced for April, applied to an upcoming invoice.**

We know this reduction in premium may affect your commissions. Please know that **we are committed to ensuring that you get your commission on the full premium amount for the months of July and August.** This will be done later in the year, as we will need to do this manually, and will need to see the full picture of these two months to calculate adjustments.

We have shared with you our efforts so far, including extending grace periods, implementing teledentistry coverage for providers, and donating to community organizations helping our most vulnerable populations during this time. DDCO is a nonprofit organization, and our responsibility is to our customers and community. We have taken a thoughtful and holistic approach to our response to ensure we are not being reactionary and maximizing our impact among all the different stakeholders. We need to be targeted, strategic, and think about the broader impact and the long-term.

In addition to rate relief for your groups, we will also be launching assistance initiatives for our providers soon so that they can continue to provide oral health services during this difficult period. We're committed to doing our part in getting Coloradans back to the dentist so that they can get the care they need.

If you have any questions about this, please contact your account manager.

**Mark Thompson**  
**Vice President of Sales and Group/Broker Experience**  
Delta Dental of Colorado

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