

May 1, 2017

Dear Doctor:

Over the past several months, my team and I have had the opportunity to speak with many of you about the new DSM Massachusetts Insurance Company, Inc. (DMIC) PPO And Premier network. Your participation in the new network is very much appreciated, and we are looking forward to fostering a deeper relationship as we move ahead. I would like to give you an update on network development, as well as share two changes that are being made to your provider contracts in response to feedback that we have received.

Network Update

The DMIC PPO And Premier network contracting is now complete, and we are pleased to announce that more than 80% of the dentists enrolled in the Delta Dental of Massachusetts Premier network have joined the new network.

Specialist Referrals

As many of you know, when you refer your patient to an out-of-network specialist for care, their out-of-pocket costs can be higher than anticipated. In addition, because many patients rely on the advice of their dentist when making decisions regarding a specialist, they may not realize they are going outside the network until after they receive care. In fact, this is an area of frequent concern and complaints by our members. The referral language in Section 3(b) of your DMIC Provider Agreement was intended to protect members from confusion and unexpected out-of-network costs. It was not intended to interfere with a provider's clinical judgment regarding appropriate care for patients.

In response to provider feedback on this language, and in keeping with our original intention, the specialist referral language is being removed from the DMIC Provider Agreement. More specific guidance on specialist referrals has been added to the Delta Dental of Massachusetts Provider Manual. The new language in the Provider Manual will encourage a dentist, whenever possible, to refer members to specialists who participate in the DMIC PPO And Premier network. If you do not know whether a particular specialist is in-network under the member's plan, you should encourage your patient to call Customer Service to verify the provider's network participation. As always, the decision where to obtain services rests with the member. To review our updated Provider Manual, you can visit our provider website at: www.deltadentalma.com.

Orthodontia Fees

The DMIC PPO orthodontics fees were an area of concern for many orthodontists, and we said this was our top priority to address in the DMIC PPO fee schedule. Since reimbursement for many orthodontic fees are set at the time of banding, we felt it was important to make certain adjustments to the DMIC PPO fee schedule as soon as possible.

Enclosed you will find an Amendment to your DMIC Provider Agreement that sets forth (1) the deletion of the specialist referral language and (2) changes to certain Orthodontia codes on the DMIC PPO Fee Schedule. This contract Amendment will officially take effect on June 15, 2017. We sincerely appreciate the feedback that you have shared with us. We acknowledge and value the quality care you provide to Delta Dental members and our continued working relationship. If you have any questions, please call the Professional Relations department at 617-886-1009.

Sincerely,



Marianne Leahy
Vice President, Provider Network Management