

Managed DentalGuard Group Benefit Plan

Prepared For:

MHMRA OF HARRIS COUNTY
DENTAL DHMO PLAN

Managed DentalGuard, Inc.

a wholly owned subsidiary of Guardian

This Evidence of Coverage is intended to explain the benefits provided by this plan. It does not constitute the Group Contract. Your rights and benefits are determined in accordance with the provisions of the Group Contract, and your coverage is effective only if you are eligible for coverage and remain covered in accordance with its terms.

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CERTIFICATE OF COVERAGE

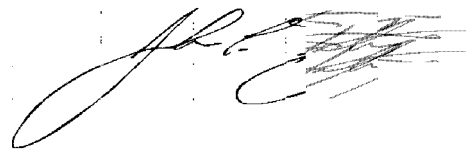
Managed DentalGuard, Inc.

14643 Dallas Parkway, Suite 100
Dallas, Texas 75254
1-888-618-2016

We, Managed DentalGuard, Inc, certify that the *employee* named below is entitled to the benefits provided by MDG described in this form, provided the eligibility and effective date requirements of the *plan* are satisfied.

| Group Policy No. | Form No. | Effective Date |
|------------------|----------|----------------|
| Issued To | | |

This CERTIFICATE OF COVERAGE replaces any CERTIFICATE OF COVERAGE previously issued under the above *plan* or under any other plan providing similar or identical benefits issued to the *planholder* by MDG.



John Foley
Vice President, Group Dental

IMPORTANT NOTICE

To obtain information or make a complaint:

You may call *MDG's* toll-free telephone number for information or to make a complaint at:

1-888-618-2016

You may contact the Texas Department of Insurance on companies, coverages, rights, or complaints at:

1-800-252-3439

You may write the Texas Department of Insurance at:

P.O. Box 149104
Austin, TX 78714-9104
FAX # (512) 475-1771

Web:<http://www.tdi.state.tx.us>

E-mail: ConsumerProtection@tdi.state.tx.us

ATTACH THIS NOTICE TO YOUR CERTIFICATE.
This notice is for information only and does not become a part or condition of the attached document.

CGP-3-MDG-TX-2-08

AVISO IMPORTANTE

Para obtener informacion o para someter una queja:

Usted puede llamar al numero de telefono gratis de The Guardian's para informacion o para someter una queja al:

1-888-618-2016

Puede comunicarse con el Departamento de Seguros de Texas para obtener informacion acerca de companias, coberturas, derechos o quejas al:

1-800-252-3439

Puede escribir al Departamento de Seguros de Texas al:

P.O. Box 149104
Austin, TX 78714-9104
FAX # (512) 475-1771

Web:<http://www.tdi.state.tx.us>

E-mail: ConsumerProtection@tdi.state.tx.us

UNA ESTE AVISO A SU POLIZA: Este aviso es solo para proposito de informacion y no se convierte en parte o condicion del documento adjunto.

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GENERAL PROVISIONS

As used in this booklet:

"Employer" means the *employer* or other entity who purchased this *plan*.

"Member" means an *employee* or a *dependent* covered by this *plan*.

"Our," "MDG," "us" and "we" mean Managed DentalGuard, Inc.

"Plan" means the MDG *plan* of group dental benefits purchased by your *employer*.

"You" and "your" mean an *employee* covered by this *plan*.

Limitation of Authority

No agent is authorized: (a) to alter or amend this *plan*; (b) to waive any conditions or restrictions contained in this *plan*; (c) to extend the time for paying a premium; or (d) to bind MDG by making any promise or representation or by giving or receiving any information.

No change in this *plan* shall be valid unless evidenced by: (a) an endorsement or rider to this *plan* signed by the President, a Vice President, a Secretary, an Actuary, an Associate Actuary, an Assistant Secretary or an Assistant Actuary of MDG; or (b) by an amendment to this *plan* signed by the *planholder* and one of the listed officers of MDG.

Entire Contract

The contract issued to the *planholder* by MDG, including any attachments or amendments thereto, together with the group application and certificate booklet(s), constitutes the entire contract between the parties regarding this *plan*. The *planholder* may cancel this *plan* by giving 30 days prior written notice to MDG in the event that MDG makes any material change to any provisions required to be disclosed to the *planholder* or to *plan members* pursuant to 28 TAC Chapter 11.

Incontestability

All statements made by the *employee* on the enrollment application shall be considered representations and not warranties. The statements are considered to be truthful and are made to the best of the *employee's* knowledge and belief. A statement may not be used in a contest to void, cancel or non-renew a *member's* coverage or reduce benefits unless (a) it is in a written enrollment application signed by the *employee*; and (b) a signed copy of the enrollment application is or has been furnished to the *employee* or the *employee's* personal representative.

A group certificate may only be contested because of fraud or intentional misrepresentation of material fact on the enrollment application.

We may increase the premium charge to an appropriate level if we determine that the *employee* made a material misrepresentation of health status on the application. We must provide the *planholder* 31 days prior written notice of any premium rate change.

Claims Provisions

"Claim" means a first-party claim made by a *member* under this *plan* that MDG must pay directly to the *member*.

"Notice of claim" means any written notification provided to MDG by a *member* that reasonably informs MDG of the facts relating to a claim.

Not later than the 15th business day after receipt of notice of a claim, MDG will:

- a. acknowledge, either orally or in writing, the receipt of the claim. Oral acknowledgments will be documented.
- b. begin any investigation of the claim.
- c. request all items, statements & forms that MDG reasonably believes, at the time, to be required. Additional requests for necessary information may be made during the course of the investigation of the claim.

MDG will notify the *member* in writing of acceptance or rejection of the claim not later than 15-business days after the date of receipt of all items, statements and forms requested.

If MDG notifies a *member* that the claim or part of a claim will be paid, MDG will pay the claim not later than the 5th business day after the notice has been made.

If MDG notifies a *member* that the claim is rejected, the notice will state the reasons for rejection.

If MDG is unable to accept or reject the claim within the 15 business- day period, MDG must:

- a. notify the *member* within this time period. The notice must state the reasons that additional time is needed.
- b. accept or reject the claim not later than the 45th day after the date such notice is provided.

If MDG is liable for a claim and does not comply with the provisions of this section, MDG also will be liable for interest on the amount of the claim at the rate of 18% per year and for reasonable attorney's fees.

Conformity With Statutes

This *plan* will be governed by the laws of the State of Texas.

Adjustment Of Premiums

The *planholder* must pay MDG the premiums due under this *plan* on each due date. The premiums will be the sum of each premium per *member* covered by this *plan*.

We may change such premiums: (a) on any date to the extent or terms of services provided to the *planholder* are changed by amendment to this *plan*; or (b) on any date our obligation under this *plan* with respect to the *planholder* is changed because of statutory or other regulatory requirements.

The *planholder* will receive written notice at least 60 days in advance of any adjustment of premiums.

Grace Period - Termination Of Plan

A grace period of 31 days, without interest charge, will be granted to the *planholder* for each premium except the first. If any premium is not paid before the end of the grace period, this *plan* automatically terminates on the last day of the month to which the grace period applies. The *planholder* will still owe *us* premiums for the month this *plan* was in effect during the grace period.

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Member Eligibility And Termination Provisions

Enrollment Procedures In order to become *members* under this *plan*, (a) *you* must reside or work in the *plan's* approved *service area*, and (b) the legal residence of any enrolled *dependent* must be (i) the same as *yours*; (ii) in the service area with the person having temporary or permanent conservatorship or guardianship of such *dependent*, including an adoptee or child who has become the subject of a suit for adoption by *you*, where *you* have legal responsibility for the health care of such *dependent*; or (iii) anywhere in the United States for a child whose coverage under a plan is required by a medical support order.

You and your *dependents* may enroll for dental coverage by: (a) filling out and signing the appropriate enrollment form and any additional material required by your *employer*; and (b) returning the enrollment material to your *employer*. Your *employer* will forward these materials to MDG.

The enrollment materials require *you* to select a *primary care dentist* (PCD) for each *member*. After your enrollment material has been received by MDG, we will determine if a *member's* selected PCD is available in your *plan*. If so, the selected *dentist* will be assigned to the *member* as his or her PCD. If a *member's* selection is not available, an alternate *dentist* will be assigned as the PCD. A *member* need only contact his or her assigned PCD's office to obtain services.

Member Eligibility And Termination Provisions (Cont.)

MDG will issue *you* and your *dependents*, either directly or through your *employer's* representative, an MDG ID card. The ID card will show the *member's* name and the name and telephone number of his or her assigned *PCD*.

Open Enrollment Period If *you* do not enroll for dental coverage under this *plan* within 30 days of becoming eligible, *you* must wait until the next open enrollment period to enroll. The open enrollment period is a 30 day period which occurs once every 12 months after this *plan's* effective date, or at time intervals mutually agreed upon by your *employer* and MDG.

If, after initial enrollment, *you* or one of your dependents disenroll from the *plan* before the open enrollment period, the *member* may not re-enroll until the next open enrollment period.

When Your Coverage Starts Your coverage starts on the date shown on the face page of this *plan* if *you* are enrolled when the plan starts. If *you* are not enrolled on this date, your coverage will start on: (a) the first day of the month following the date enrollment materials are received by MDG; or (b) the first day of the month after the end of any waiting period your *employer* may require.

When Your Dependent Coverage Starts Except as stated below, your *dependents* will be eligible for coverage on the later of: (a) the day *you* are eligible for coverage; or (b) the first day of the month following the date on which *you* acquire such *dependent*.

If your *dependent* is a newborn child, his or her coverage begins on the date of birth. If your *dependent* is: (a) a stepchild; or (b) a foster child, coverage begins on the date that child begins to reside in your home. If the *dependent* is an adopted child, coverage begins on the date that the child is subject to a legal suit for adoption. If a newborn child, adopted child or foster child becomes covered under this *plan*, *you* must complete enrollment materials for such child within 30 days of his or her effective date of coverage.

When Coverage Ends Subject to any continuation of coverage privilege which may be available to *you* or your *dependents*, coverage under this *plan* ends when your *employer's* coverage terminates. Your and your *dependents* coverage also ends on the earliest of the following dates:

1. The end of the 31-day grace period following the period for which your *employer* last made the required premium payment.
2. If *you* are required to pay all or part of the cost of coverage but fail to do so, the end of the period for which *you* last made the required payment.
3. The end of the month in which a *member* is no longer eligible for coverage under this *plan*;
4. The end of the month in which your *dependent* is no longer a *dependent* as defined in this *plan*;
5. The date 30 days after MDG sends written notice to a *member* advising that his or her coverage will end because the *member* no longer resides or works in the *service area*. Such action must be taken by MDG uniformly and without regard to any health status-related factors of a *member*. But coverage will not end for a *dependent child* who is the subject of a medical support order.

Member Eligibility And Termination Provisions (Cont.)

6. The end of the month during which your *employer* receives written notice from *you* requesting termination of coverage for *you* or your *dependents*, or on such later date as *you* may request by the notice;
7. The date of a *member's* entry into active military duty. But, coverage will not end if the *member's* duty is temporary. Temporary duty is duty of 31 days or less.
8. The date 15 days after MDG sends written notice to a *member* advising that his or her coverage will end because the *member* has knowingly given false information or has intentionally misrepresented material fact in writing on his or her signed enrollment form, a copy of which has been furnished to the *member*.
9. The date 15 days after MDG sends written notice to a *member* advising that his or her coverage will end because the *member* has: (a) misused his or her ID card or other documents provided to obtain benefits under this *plan*; or (b) otherwise acted in an unlawful or fraudulent manner regarding *plan* services and benefits.
10. The date 30 days after MDG sends written notice to a *member*, where MDG has: (a) addressed the failure of the *member* and his or her PCD to establish a satisfactory patient-dentist relationship; (b) offered the *member* the opportunity to select another PCD; and (c) described the changes necessary to avoid termination.
11. The date 30 days after MDG sends written notice to a *member* advising that his or her coverage will end because the *member* has failed to pay *patient charges* that are due under the *plan*.
12. The date of a *member's* misconduct, which is detrimental to safe plan operations and the delivery of services.

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However, upon no longer being eligible for coverage, Texas insurance law requires that your *employer* provide *you* with coverage including the payment of premiums until the end of the month in which MDG is notified by your *employer* that *you* are no longer eligible. This does not apply:

1. when this *plan* ends or *you* terminate coverage under this *plan* but remain eligible for coverage;
2. when *you* cease to be eligible within 7 days of the end of the month and MDG receives notice from your *employer* within the first 3 business days of the next month;
3. if your *employer* notifies MDG at least 30 days prior to the date *you* are no longer eligible under this plan;
4. when *you* elect to end coverage under this *plan* and obtain other coverage which takes effect after termination of eligibility under this *plan* and prior to the end of coverage under this *plan*;
5. if *you* are covered under a federal or state continuation of coverage requirement that allows *you* to pay premium and extend coverage under this *plan* after *you* leave employment or are no longer eligible;
6. when the entire premium for this coverage is paid by *you*; or

Member Eligibility And Termination Provisions (Cont.)

7. after the later of: your date of your death and the date *you* receive the last covered service under this plan.

Read this booklet carefully if your coverage ends. *You* may have the right to continue certain group benefits for a limited time.

Extended Dental Expense Benefits If a *member's* coverage ends, we extend dental expense benefits for him or her under this *plan* as explained below.

Benefits for orthodontic services end at the termination of the *member's* coverage under this *plan*. We extend benefits for covered services other than orthodontic services only if the procedure(s) are: (a) started before the *member's* coverage ends; and (b) are completed within 90 days after the date his or her coverage ends. Inlays, onlays, crowns and bridges are started when the tooth or teeth are prepared. Dentures are started when the impressions are taken. Root canal is started when the pulp chamber is opened.

The extension of benefits ends on the first to occur of: (a) 90 days after the *member's* coverage ends; or (b) the date he or she becomes covered under another plan which provides coverage for similar dental procedures. But, if the plan which succeeds this *plan* excludes the above services through the use of an elimination period, then the extension of benefits will end 90 days after the *member's* coverage ends.

We don't grant an extension if the *member* voluntarily terminates his or her coverage. And what *we* pay is based on all the terms of this Plan.

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YOUR CONTINUATION RIGHTS

You and your dependents may be eligible to retain coverage under this *plan* during any Continuation of Coverage period or election period, necessary for your *employer's* compliance with requirements of the Consolidated Omnibus Budget Reconciliation Act (COBRA) and any regulations adopted thereunder, or any similar state law requiring the Continuation of Benefits for members, provided the *employer* continues to certify the eligibility of the member and the monthly premiums for COBRA coverage for the member continue to be paid by or through your *employer* pursuant to this *plan*.

An Important Notice About Continuation Rights

The following "Federal Continuation Rights" section may not apply to your *employer's plan*. You must contact your *employer* to find out if: (a) your *employer* is subject to the "Federal Continuation Rights" section, and therefore; (b) the section applies to you.

Federal Continuation Rights

Important Notice This section applies to dental benefits only. In this section, these coverages are referred to as "group dental benefits."

Under this section, "qualified continuee" means any person who, on the day before any event which would qualify him or her for continuation under this section, is covered for dental benefits under this *plan* as: (a) an active, covered employee; (b) the spouse of an active, covered employee; or (c) the dependent of an active, covered *employee*. Any person who becomes covered under this *plan* during a continuation provided by this section is not a qualified continuee.

If Your Group Dental Benefits End If your group dental benefits end due to termination of employment or reduction of hours, you may elect to continue such benefits for up to 18 months if: (a) you were not terminated due to gross misconduct; (b) you are not covered for benefits from any other group *plan* at the time your group dental benefits under this *plan* would otherwise end; and (c) you are not entitled to Medicare.

The Continuation: (a) may cover you and any other qualified continuee; and (b) is subject to "When Continuation Ends."

Extra Continuation For Disabled Qualified Continuees If a qualified continuee is determined to be disabled under Title XVI of the Social Security Act on the date his or her group dental benefits would otherwise end due to his or her termination of employment or reduction of work hours, he or she may elect to extend his or her 18 month continuation period explained above for up to an extra 11 months.

Federal Continuation Rights (Cont.)

To elect the extra 11 months of continuation, the qualified continuee must give your *employer* written proof of Social Security's determination of his or her disability before the earlier of: (a) the end of the 18 month continuation period; and (b) 60 days after the date the qualified continuee is determined to be disabled. If, during this extra 11 month continuation period, the qualified continuee is determined to be no longer disabled under the Social Security Act, he or she must notify your *employer* within 30 days of such determination, and continuation will end, as explained in "When Continuation Ends."

This extra 11 month continuation: (a) may be elected only by the disabled qualified continuee; and (b) is subject to "When Continuation Ends."

An additional 50% of the total premium charge also may be required from the qualified continuee by your *employer* during this extra 11 month continuation period.

If You Die While Covered If you die while covered, any qualified continuee whose group dental benefits would otherwise end may elect to continue such benefits. The continuation can last for up to 36 months, subject to "When Continuation Ends."

If Your Marriage Ends If your marriage ends due to legal divorce or legal separation, any qualified continuee whose group dental benefits would otherwise end may elect to continue such benefits. The continuation can last for up to 36 months, subject to "When Continuation Ends."

If A Dependent Loses Eligibility If a dependent's group dental benefits end due to his or her loss of dependent eligibility as defined in this *plan*, other than your coverage ending, he or she may elect to continue such benefits. But, such dependent must be a qualified continuee. The continuation can last for up to 36 months, subject to "When Continuation Ends."

Concurrent Continuations If a dependent elects to continue his or her group dental benefits due to: (a) your termination of employment; or (b) your reduction of work hours, the dependent may elect to extend his or her 18 month continuation period up to 36 months, if during the 18 month continuation period, either: (a) the dependent becomes eligible for 36 months of group dental benefits due to any of the reasons stated above; or (b) you become entitled to Medicare.

The 36 month continuation period starts on the date the 18 month continuation period started. And, the two continuation periods will be deemed to have run concurrently.

The Qualified Continuee's Responsibilities A person eligible for continuation under this section must notify your *employer*, in writing, of: (a) your legal divorce or legal separation from your spouse; or (b) the loss of dependent eligibility, as defined in this *plan*, of a dependent.

Such notice must be given to your *employer* within 60 days of either of these events.

Your Employer's Responsibilities Your *employer* must notify the qualified continuee, in writing, of: (a) his or her right to continue this *plan's* group dental benefits; (b) the monthly premium he or she must pay to continue such benefits; and (c) the times and manner in which such monthly payments must be made.

Federal Continuation Rights (Cont.)

Such written notice must be given to the qualified continuee within 14 days of: (a) the date a qualified continuee's group health benefits would otherwise end due to your death or your termination of employment or reduction of work hours; or (b) the date a qualified continuee notifies your *employer*, in writing, of your legal divorce or legal separation from your spouse, or the loss of dependent eligibility of a dependent.

Your Employer's Liability Election Of Continuation

Your *employer* will be liable for the qualified continuee's continued group dental benefits to the same extent as, and in place of, MDG if: (a) your *employer* fails to remit a qualified continuee's timely premium payment to MDG on time, thereby causing the qualified continuee's continued group dental benefits to end; or (b) your *employer* fails to notify the qualified continuee of his or her continuation rights, as described above.

Election Of Continuation

To continue his or her group dental benefits, the qualified continuee must give your *employer* written notice that he or she elects to continue. This must be done within 60 days of the date a qualified continuee receives notice of his or her continuation rights from your *employer* as described above. And the qualified continuee must pay his or her first month's premium in a timely manner.

The subsequent premiums must be paid to your *employer*, by the qualified continuee, in advance, at the times and in the manner specified by your *employer*. No further notice of when premiums are due will be given.

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The monthly premium will be the total rate which would have been charged for the group dental benefits had the qualified continuee stayed enrolled in the group *plan* on a regular basis. It includes any amount that would have been paid by your *employer*. Except as explained in the "Extra Continuation for Disabled Qualified Continuees," your *employer* may also require an additional charge of 2% of the total premium charge.

If the qualified continuee: (a) fails to give your *employer* notice of his or her intent to continue; or (b) fails to pay any required premiums in a timely manner, he or she waives his or her continuation rights.

Grace In Payment of Premiums

A qualified continuee's premium payment is timely if, with respect to the first payment after the qualified continuee elects to continue, such payment is made no later than 45 days after such election. In all other cases, such premium payment is timely if it is made within 31 days of the specified due date.

When Continuation Ends

A qualified continuee's continued group dental benefits end on the first of:

- (a) with respect to continuation upon your termination of employment or reduction of work hours, the end of the 18 month period which starts on the date the group dental benefits would otherwise end;

Federal Continuation Rights (Cont.)

- (b) with respect to a disabled qualified continuee who has elected an additional 11 months of continuation, the earlier of: (1) the end of the 29 month period which starts on the date the group health benefits would otherwise end; or (2) the first day of the month which coincides with or next follows the date which is 30 days after the date on which final determination is made that a disabled qualified continuee is no longer disabled under Title II or Title XVI of the Social Security Act;
- (c) with respect to continuation upon your death, your legal divorce or legal separation, or the end of a dependent's eligibility, the end of the 36 month period which starts on the date the group dental benefits would otherwise end;
- (d) with respect to a dependent whose continuation is extended due to your entitlement to Medicare, the end of the 36 month period which starts on the date the group dental benefits would otherwise end;
- (e) the date the *plan* ends;
- (f) the end of the period for which the last premium payment is made;
- (g) the date he or she becomes covered under any other group dental *plan* which contains no limitation or exclusion with respect to any pre-existing condition of the qualified continuee; or
- (h) the date he or she becomes entitled to Medicare.

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State Continuation Rights

Eligibility You may be eligible for an additional continuation of coverage for up to six months following the expiration of federal continuation. You must have been continuously covered under this *plan*, or another group contract which this *plan* replaced, for at least three months before coverage terminated. And coverage must not have been involuntarily terminated for cause. Involuntary termination for cause does not include a health-related cause.

Election Of State Continuation To continue your group dental benefits under this provision, you must request continuation in writing within 31 days of (a) the date group coverage would otherwise terminate; or (b) the date you are given notice of the right of continuation by the planholder.

At the time of election of continuation, you must pay the planholder the initial monthly premium required under the terms of the original continuation.

Termination Of State Continuation Continuation under this section will terminate on the earliest of: (a) six months after the date the election is made; (b) the date on which failure to make payments would terminate coverage; (c) the date on which you become covered for similar services and benefits by another dental plan; or (d) the date on which your planholder's group coverage terminates.

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DENTAL BENEFITS PLAN

This *plan* will cover many of the dental expenses incurred by you and those of your dependents who are covered for dental benefits under this *plan*. MDG decides: (a) the requirements for benefits to be paid; and (b) what benefits are to be paid by this *plan*. We also interpret how the *plan* is to be administered. What we cover and the terms of coverage are explained below. All terms in italics are defined terms with special meanings. Their definitions are shown in the "Glossary" at the back of this booklet. Other terms are defined where they are used.

Managed DentalGuard - This *Plan's* Dental Coverage Organization

Managed DentalGuard This *plan* is designed to provide quality dental care while controlling the cost of such care. To do this, this *plan* requires *Members* to seek dental care from participating *dentists* that belong to the Managed DentalGuard network (*MDG* network).

The *MDG* network is made up of *participating dentists* in the *plan's* approved service area. A "*participating dentist*" is a *dentist* that has a participation agreement in force with us.

When a *Member* enrolls in this *plan*, he or she will get information about *MDG's* current *participating general dentists*. Each *Member* must be assigned to a *primary care dentist (PCD)* from this list of *participating general dentists*. This *PCD* will coordinate all of the *Member's* dental care covered by this *plan*. After enrollment, a *Member* will receive an *MDG* ID card. A *Member* must present this ID card when he or she goes to his or her *PCD*.

All dental services covered by this *plan* must be coordinated by the *PCD* whom the *Member* is assigned to under this *plan*. What we cover is based on all the terms of this *plan*. Read this booklet carefully for specific benefit levels, payment rates, payment limits, conditions, exclusions and limitations and *patient charges*.

You can call the *MDG* Member Services Department if you have any questions after reading this booklet.

Choice of Dentists A *Member* may request any available *participating general dentist* as his or her *PCD*. A request to change a *PCD* must be made to *MDG*. Any such change will be effective the first day of the month following approval; however, *MDG* may require up to 30 days to process and approve any such request. All fees and *patient charges* due to the *Member's* current *PCD* must be paid in full prior to such transfer. A *Member* with a chronic, disabling or life-threatening condition or disease may submit a request to *MDG's* Dental Director to use a *participating specialist* as his or her *PCD*. Such request must:

- (i) include any information specified by *MDG*, including certification of the medical need; and
- (ii) be signed by the *Member* and the *participating specialist* interested in serving as the *Member's* *PCD*.

Managed DentalGuard - This *Plan's* Dental Coverage Organization (Cont.)

To be eligible to serve as the *Member's PCD*, a *participating specialist* must:
(i) meet MDG's requirements for *PCD* participation; and
(ii) agree to accept the responsibility to coordinate all of the *Member's* dental care needs.

MDG compensates its Participating General Dentists through a capitation agreement by which they are paid a fixed amount each month. The amount a Participating General Dentist is paid is based upon the number of *Members* who have the Dentist assigned as their *PCD*. *MDG* may also make minimum monthly payments, supplemental payments on specific dental procedures, office visit payments and annual guarantee payments. These are the only forms of compensation the *participating general dentist* receives from *MDG*.

The *dentist* also receives compensation from *Members* who may pay an office visit charge for each office visit and a *patient charge* for specific dental services. The schedule of *patient charges* is shown in the *Covered Dental Services And Patient Charges* section of this booklet.

Changes in Dentist Participation

We may have to reassign a *Member* to a different *participating dentist* if: (a) the *Member's dentist* is no longer a *participating dentist* in the *MDG* network; or (b) *MDG* takes an administrative action which impacts the *dentist's* participation in the network. If reassignment becomes necessary, the *Member* will have the opportunity to request a change to another *participating dentist*, as set forth in the preceding section. If a *Member* has a dental service in progress at the time of the reassignment, we will, at our option and subject to applicable law, either: (a) arrange for completion of the services by the original *dentist*; or (b) make reasonable and appropriate arrangements for another *participating dentist* to complete the service. If a *Member* has "special circumstances" as defined in section 843.362 of the Texas Insurance Code, a *Member* may be eligible for up to 90 days of continuing treatment from such *participating dentist* after his or her effective date of termination.

Refusal of Recommended Treatment

A *Member* may decide to refuse a course of treatment recommended by his or her *PCD* or specialty care dentist. The *Member* can request and receive a second opinion by contacting the *MDG* Member Services Department. If the *Member* still refuses the recommended course of treatment, the *PCD* or specialty care dentist may have no further responsibility to provide services for the condition involved and the *Member* may be required to select another *PCD* or specialty care dentist.

CGP-3-MDG-TX-9-08

B850.1168

Specialty Care Referrals

A *member's PCD* is responsible for providing all covered services. But, certain services may be eligible for referral to a *participating specialty care dentist*. *MDG* will pay for covered services for specialty care, less any applicable *patient charges*, when such covered services are provided in accordance with the following specialty referral process:

- (1) A *member's PCD* must coordinate all dental care.
- (2) When the care of a *participating specialty care dentist* is required, the *member's PCD* must contact *MDG* and request authorization.
- (3) If the service in question: (a) is a covered service; and (b) no exclusions or limitations apply to that service, the *PCD* may be asked to perform the service directly, or to provide more information.

Managed DentalGuard - This *Plan's* Dental Coverage Organization (Cont.)

- (4) If the *PCD's* request for specialty referral is denied as not medically necessary (an adverse determination), the *PCD* and the *member* will receive a written notice along with information on how to appeal the denial to an independent review organization. (See Appeal of Adverse Determination, below, under Complaint and Appeal Procedures.)
- (5) If the *PCD's* request for specialty care referral is approved, the Member will be referred to a *participating specialty care dentist* for treatment. The *member* will be instructed to contact the *participating specialty care dentist* to schedule an appointment. The *MDG* network includes *participating specialty care dentists* in: (a) oral surgery; (b) periodontics; (c) endodontics; (d) orthodontics; and (e) pediatric dentistry, located in the *plan's* approved *service area*.
- (6) If there is no *participating specialty care dentist* in the *plan's* approved *service area*, *MDG* will refer the *member* to a *non-participating specialty care dentist* of *MDG's* choice. In no event will *MDG* pay for dental care provided to a *member* by a *specialty care dentist* who was not pre-authorized by *MDG* to provide such services.
- (7) A *member* who receives authorization for covered specialty care services is responsible for all applicable *patient charges* for the services provided. In no event will *MDG* pay for specialty care services that are not covered services under the *plan*.

ALL SPECIALTY CARE REFERRAL SERVICES MUST BE COVERED SERVICES UNDER THE *PLAN*. THE *PLAN'S* BENEFITS, CONDITIONS, LIMITATIONS AND EXCLUSIONS WILL DETERMINE COVERAGE IN ALL CASES. IF A REFERRAL IS MADE FOR A SERVICE THAT IS NOT A COVERED SERVICE UNDER THE *PLAN*, THE *MEMBER* MUST PAY THE ENTIRE AMOUNT OF THE *PARTICIPATING SPECIALTY CARE DENTIST'S* CHARGE FOR THAT SERVICE.

ALL SPECIALTY CARE REFERRAL SERVICES MUST BE: (A) COORDINATED BY A *MEMBER'S PCD*; AND (B) PRE-AUTHORIZED BY *MDG*. IF A *MEMBER* ELECTS SPECIALTY CARE SERVICES WITHOUT PRIOR REFERRAL BY HIS OR HER *PCD* AND APPROVAL BY *MDG*, THE *MEMBER* MUST PAY THE ENTIRE AMOUNT OF THE *PARTICIPATING SPECIALTY CARE DENTIST'S* CHARGE FOR THAT SERVICE.

MDG compensates its *participating specialty care dentists* the difference between their contracted fee and the *Patient Charge* shown in the Covered Dental Services And Patient Charges section. This is the only form of compensation that *participating specialty care dentists* receive from *MDG*.

CGP-3-MDG-TX-10-B-08

B850.1169

Out-of-Network Specialty Referrals

A *member's* *PCD* is responsible for providing all covered services. But, certain medically necessary services may be eligible for a specialty referral to a *non-participating dentist* if: (i) the referral is requested by a *participating dentist*, and (ii) *MDG* determines that no *participating dentist* has the appropriate training and experience to provide the dental treatment, procedure or service required to meet the particular dental care needs of a *member*. Before *MDG* may deny a request for referral, a review is required by a *participating specialty care dentist* of the same or similar specialty as the type of *dentist* to whom the referral is requested.

Managed DentalGuard - This Plan's Dental Coverage Organization (Cont.)

If the request for referral is approved, MDG will refer the *member* to an appropriate *non-participating dentist* within the time appropriate to the circumstances relating to the delivery of the services and the *member's* condition, but no later than 5 working days after receipt of reasonably requested documentation.

The dental treatment, procedure or service provided by the *non-participating dentist* must otherwise be a covered service under the *plan*. A *member* who receives authorized services from a *non-participating dentist* must pay all applicable *patient charges* associated with the services provided.

ANY MEMBER WHO RECEIVES OUT-OF-NETWORK SERVICES WITHOUT PRIOR REFERRAL AND APPROVAL BY MDG IS RESPONSIBLE FOR ALL CHARGES INCURRED.

CGP-3-MDG-TX-10-D-08

B850.1170

Emergency Dental Services

The MDG network also provides for *emergency dental services* 24 hours a day, 7 days a week, to all *members*. a *member* should contact his or her selected PCD, who will arrange for such care.

A *member* may require *emergency dental services* when he or she is unable to obtain services from his or her PCD. The *member* should contact his or her PCD for a referral to another *dentist* or contact MDG for an authorization to obtain services from another *dentist*. If the *member* is unable to obtain a referral or authorization for *emergency dental services*, the *member* may seek *emergency dental services* from any *dentist*. Then the *member* must submit to MDG: (a) the bill incurred as a result of the emergency; (b) evidence of payment; and (c) a brief explanation of the emergency. This should be done within 60 days or as soon as reasonably possible. MDG will reimburse the *member* for the cost of covered *emergency dental services*, less the applicable *patient charge(s)*.

When *emergency dental services* are provided by a dentist other than the *member's* assigned PCD, and without referral by the PCD or authorization by MDG, coverage is limited to the benefit for palliative treatment (code D9110) only.

CGP-3-MDG-TX-EM-A-08

B850.1171

Complaint and Appeal Procedures

Complaint Overview Members are entitled to have any complaint reviewed by MDG and be provided with a resolution in a timely manner. MDG reviews each complaint in an objective, non-biased manner and considers reaching a timely resolution a top priority.

The Member or Dentist may contact the Member Services Department to review a concern or file a complaint. The Quality of Care Liaison (QCL) may be contacted to file a complaint involving an adverse determination (utilization review), to file an appeal of an adverse determination, or to request a review by an independent review organization (IRO).

Complaint and Appeal Procedures (Cont.)

"Complaint" means any dissatisfaction expressed by a Member, the Member's designated representative or the Member's Dentist, by telephone or in writing, regarding the Plan's operation, including but not limited to plan administration; procedures related to a review or appeal of an adverse determination; denial of access to a referral; the denial, reduction, or termination of a service for reasons not related to medical necessity; the way a service is provided; and disenrollment decisions. This term does not include: (a) a misunderstanding or a problem of misinformation that is resolved promptly by clearing up the misunderstanding or supplying the appropriate information to the satisfaction of the Member; or (b) a Dentist's or Members oral or written expression of dissatisfaction or disagreement with an adverse determination.

"Adverse Determination" means a determination by Us or a utilization review agent that a proposed or delivered dental service, by specialty care referral, which would otherwise be covered under the Member's Plan, is or was not a medically necessary service and may result in non-coverage of the dental procedure.

"Medically necessary services", as related to covered services, means those dental services, requested by specialty care referral, which are: (1) adequate, appropriate and essential for the evaluation, diagnosis and treatment of a dental condition or disease; and (2) consistent with nationally accepted standards of practice.

"Utilization review agent" means an entity that conducts utilization review for Us.

"Utilization review" means a system for prospective or concurrent review of the medical necessity and appropriateness of dental services being provided or proposed to be provided to a Member. The term does not include a review in response to an elective request for clarification of coverage.

Member Services and the QCL can be contacted by telephone at:

1-888-618-2016

or by mail at:

P. O. Box 4391, Woodland Hills, CA 91367

The plan hours are from 8:30 a.m. to 6:30 p.m. Central Time. A Member may leave a message when calling after business hours, weekends, or holidays. At the time the Member is notified of an Adverse Determination, the forms required to file an appeal for an Independent Review are included with the notification letter. The Member has a right to request an Independent Review anytime after the first appeal to MDG. If the Member wishes to contact the Texas Department of Insurance to discuss the Independent Review process, the telephone number is:

1-888-834-2476

Complaint Process Members make their concerns known by either calling the MDG Member Services Department by using the toll-free telephone number or by directly contacting MDG in writing.

Complaint and Appeal Procedures (Cont.)

Member Service Representatives document each telephone call and work with the Member to resolve their oral Complaint. The Member will be sent, within 5 days from the date of receipt of the telephone call, an acknowledgement letter and a Complaint Form to complete if the Member desires additional review.

Upon receipt of a written Complaint or the Complaint Form, the QCL or QCL designee sends an acknowledgment letter to the Member within 5 business days. If a Complaint is made orally, an acknowledgment letter accompanied by a one-page complaint form that prominently and clearly states that the form must be returned to MDG for prompt resolution of the Complaint.

MDG will review and resolve the written Complaint within 30 calendar days after the date of receipt.

The QCL or QCL designee is responsible for obtaining the necessary documentation; building a case file; and researching remaining aspects of the Complaint and any additional information. MDG may arrange a second opinion, if appropriate. Upon receipt of complete documentation, a resolution is determined by the QCL or QCL designee. Any issue involving a matter of quality of care will be reviewed with the Dental Director or the Director's designee and, if needed, with the Vice President of Network Management, legal counsel, and/or the Complaint Committee and/or the Peer Review Committee.

The QCL or QCL designee is responsible for writing a resolution letter to the Member indicating the outcome of the review and the specialization of the dentists consulted, if applicable. Treatment plans and procedures; general dentist and/or specialty care dentist clinical findings and recommendations; plan guidelines, benefit information and contractual reasons for the resolution will be described, as appropriate. A copy of the Plan's appeal process will be enclosed with each resolution letter in the event the Member elects to have his or her Complaint re-evaluated. In addition, the method by which a Member can contact the Texas Department of Insurance for additional assistance will be noted in the resolution letter.

Complaints regarding an Adverse Determination will be handled according to the established process outlined in the Appeal of Adverse Determination section (below).

The Texas Department of Insurance may review Complaint documentation during any Plan review.

MDG asserts it is prohibited from retaliating against a group Planholder or a Member because the group Planholder or Member has filed a Complaint against the Plan or appealed a decision of the Plan. The Plan is prohibited from retaliating against a dentist or network provider because the dentist or network provider has, on behalf of a Member, reasonably filed a Complaint against the Plan or appealed a decision of the Plan.

CGP-3-MDG-TX-GRV-08

B850.1172

Complaint Committee and Peer Review Committee

At the discretion of the Dental Director or the Director's designee and/or the QCL or QCL designee, Complaints may be referred to the Complaint Committee or the Peer Review Committee for review and resolution.

Complaint and Appeal Procedures (Cont.)

The role of the Committees is to review Complaints, on a case by case basis, when the nature of the Complaint requires Committee participation and decision to reach resolution.

Once the matter has been resolved, the QCL or QCL designee will respond to the Member and will indicate in the file and the Quality Management Program (QMP) database that the matter is closed.

The Complaint Committee and the Peer Review Committee will meet quarterly and as needed.

Minutes will be compiled for each Committee Meeting and will be maintained in the office of MDG. Minutes of the meetings will be forwarded to the Quality Improvement Committee and the Board of Directors.

Complaint Appeal Process

If the Member is not satisfied with the resolution, the Member may make a telephone or written request that an additional review be conducted by a "Complaint Appeal Committee." The telephone appeal request will be logged in the Member's file and the Member will be asked to send the request in writing. An acknowledgement letter will be forwarded to the Member within 5 business days from receipt of the written request.

This Committee will meet within 30 days of the date the written appeal is received. The Committee is composed of an equal number of:

- a. Representative(s) from MDG;
- b. Representative(s) selected from Participating General Dentists;
- c. Representative(s) selected from Participating Specialty Care Dentists (if the Complaint concerns specialty care); and
- d. Representative(s) selected from Plan Members who are not MDG employees.

Members of the Complaint Appeal Committee will not have been previously involved in the Complaint resolution.

A representative from the Complaint Appeal Committee panel will be selected by the panel to preside over the Committee.

Within 5 working days from the date of receipt of the written request for an appeal, the Member will be sent written notice acknowledging the date the appeal was received, and the date and location of the Committee meeting. The Member will also be advised that(s)he may either appear in person (or through a representative if the Member is a minor or disabled) before the Committee, or address a written appeal to the Committee. The Member may also bring any person to the Committee meeting (participation of said person subject to MDG's Complaint Appeal Committee guidelines). The Member has the right to present written or oral information and alternative expert testimony, and to question the persons responsible for making the prior determination that resulted in the appeal.

The Committee will meet within the Member's county of residence or the county where the Member normally receives dental care or at another site agreed to by the Member, or address a written appeal to the complaint appeal board.

MDG will complete the appeals process under this section within 30 calendar days after the date of the receipt of the request for appeal.

Complaint and Appeal Procedures (Cont.)

Not less than 5 working days prior to the Committee meeting unless the complainant agrees otherwise, the Plan will submit to the Member any and all documentation to be presented to the Committee, and the specialization of any dentist consulted during the investigation.

The Member will receive a written notice of resolution within 5 working days after the date of the Committee resolution. The resolution notice will include a written statement of the specific medical determination, clinical basis and contractual criteria used to reach the final decision. The notice shall also prominently and clearly state the toll free telephone number and address of the Texas Department of Insurance.

The Member will provide for his/her own expenses relating to the Committee process. MDG will pay for its expenses relating to the Committee process. MDG will pay for the expenses of the representative(s) from MDG and representative(s) selected from Participating General Dentists and/or Participating Specialty Care Dentists and the expenses of representative(s) selected from Plan Members. Following the decision of the Committee, the Member and MDG each have the right to use the legal system or arbitration for any claim involving the professional treatment performed by a participating dentist.

The Member may also contact the Texas Department of Insurance to file a Complaint. The Department's addresses and telephone numbers are:

P. O. Box 149104
Austin, TX 78714-9104
Telephone: 1-800-252-3439
FAX #: 1-512-475-1771
Web: <http://www.tdi.state.tx.us>
E-mail: ConsumerProtection@tdi.state.tx.us

Minutes will be compiled for each Committee Meeting and will be maintained in the office of MDG. Minutes of the meetings will be forwarded to the Quality Improvement Committee and the Board of Directors.

Emergency Complaints Complaints involving an emergency will be concluded in accordance with the dental immediacy of the case and shall not exceed 24 hours from the receipt of the Complaint.

If the appeal of the emergency Complaint involves an Adverse Determination and involves a life-threatening condition, the Member or Member's Designee and Dentist may request the immediate assignment of an IRO without filing an appeal. (See the Appeal of Adverse Determination section, below.)

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B850.1173

Documentation Database With MDG's QMP database, it will be possible to track a Member's concern from the initial call through the final resolution of the issue. All steps in the resolution process may be documented in the database. Information will be accessible on groups, Members, and dentists. The database will be accessed for information for the Quality Improvement Committee, the Complaint Committee and the Credentialing Committee. The database will provide aging reports and the reasons that Complaints are not resolved within 30 days, if applicable.

Complaint and Appeal Procedures (Cont.)

"Reason Codes" will be used in the database for tracking purposes. Reason Code categories are Access, Benefits and Coverage, Claims, and Quality of Care.

The objectives of the logging system in the database are:

1. Accurate tracking of status of Complaints;
2. Accountability of the different departments/personnel involved in the resolution process; and
3. Trending of the dental providers, members and groups for appropriate follow-up.

Documentation/Files Each written Complaint will be logged into the database by the QCL or QCL designee on the date it was received. The Member's data management system is documented that a Complaint has been received and is being reviewed by the QCL or QCL designee. A paper file is created and labeled with the Member's name and social security number. Any subsequent follow-up information is recorded in the file by the QCL or QCL designee. The file is to be kept in the Complaint File for 3 years. The file will include all correspondence regarding the issue, copies of records, radiographs and resolution. Only when a resolution is completed can the Complaint be closed and noted as closed in the Member's file and the database. Complaint files are available for regulatory review.

The Complaint Log will be reviewed quarterly by the Quality Improvement Committee.

CGP-3-MDG-TX-GRV-08

B850.1174

Appeal Of Adverse Determination Adverse Determination means: a determination by us or a utilization review agent that the health care services furnished or proposed to be furnished to a patient are not medically necessary or are not appropriate.

We shall permit any party whose appeal of an adverse determination is denied by us to seek review of that determination by an independent review organization assigned to the appeal as follows;

- (1) We shall provide to you, your designated representative or your *dentist* information on how to appeal the denial of an adverse determination to an independent review organization;
- (2) Such information must be provided by us to you, your designated representative or your *dentist* at the time of the denial of the appeal;
- (3) We shall provide to you, your designated representative or your *dentist* the prescribed form;
- (4) The form must be completed by you, your designated representative or your *dentist* and returned to us to begin the independent review process;

Complaint and Appeal Procedures (Cont.)

- (5) In life threatening situations, you, your designated representative or your *dentist* may contact us by telephone to request the review and provide the required information.

The appeal process does not prohibit you from pursuing other appropriate remedies, including injunctive relief, a declaratory judgment, or relief available under law, if the requirement of exhausting the process for appeal and review places your health in serious jeopardy.

CGP-3-MDGADV

B850.0469

Covered Dental Services And Patient Charges - Plan U30 M

The services covered by this *plan* are named in this list. If a procedure is not on this list, it is not covered. All services must be provided by the assigned *PCD*.

The *member* must pay the listed *patient charge*. The benefits we provide are subject to all the terms of this Plan, including the Limitations on Benefits for Specific Covered Services, Additional Conditions on Covered Services and Exclusions.

The *patient charges* listed in this section are only valid for covered services that are: (1) started and completed under this *plan*, and (2) rendered by *participating dentists* in the state of Texas.

| CDT Code | Covered Services and Patient Charges - U30 M Current Dental Terminology (CDT) (c) American Dental Association (ADA) | Patient Charge |
|--|---|----------------|
| D0999 | Office visit during regular hours, general dentist only | \$5.00 |
| EVALUATIONS | | |
| D0120 | Periodic oral evaluation - established patient | \$0.00 |
| D0140 | Limited oral evaluation - problem focused | \$0.00 |
| D0145 | Oral Evaluation for a patient under 3 years of age and counseling with primary caregiver | \$0.00 |
| D0150 | Comprehensive oral evaluation - new or established patient | \$0.00 |
| D0170 | Re-evaluation - limited, problem focused (established patient; not post-operative visit) | \$0.00 |
| D0180 | Comprehensive periodontal evaluation - new or established patient | \$0.00 |
| RADIOGRAPHS/DIAGNOSTIC IMAGING (INCLUDING INTERPRETATION) | | |
| D0210 | Intraoral - complete series (including bitewings) | \$0.00 |
| D0220 | Intraoral - periapical - first film | \$0.00 |
| D0230 | Intraoral - periapical - each additional film | \$0.00 |
| D0240 | Intraoral - occlusal film | \$0.00 |
| D0270 | Bitewing - single film | \$0.00 |
| D0272 | Bitewings - 2 films | \$0.00 |
| D0273 | Bitewings - 3 films | \$0.00 |
| D0274 | Bitewings - 4 films | \$0.00 |
| D0277 | Vertical bitewings - 7 to 8 films | \$0.00 |
| D0330 | Panoramic film | \$0.00 |
| TESTS AND EXAMINATIONS | | |
| D0431 | Adjunctive pre-diagnostic test that aids in detection of mucosal abnormalities including premalignant and malignant lesions, not to include cytology or biopsy procedures | \$50.00 |
| D0460 | Pulp vitality tests | \$0.00 |

Covered Dental Services And Patient Charges - Plan U30 M (Cont.)

D0470 Diagnostic casts \$0.00

DENTAL PROPHYLAXIS

D1110 Prophylaxis - adult, for the first two services in any
12-month period ^{1, 2} \$0.00

D1120 Prophylaxis - child, for the first two services in any
12-month period ^{1, 2} \$0.00

D1999 Prophylaxis - adult or child, for each additional service in same
12-month period ^{1, 2} \$60.00

TOPICAL FLUORIDE TREATMENT (OFFICE PROCEDURE)

D1203 Topical application of fluoride (prophylaxis not included) - child,
for the first two services in any 12-month period ^{1, 3} \$0.00

D1204 Topical application of fluoride (prophylaxis not included) - adult,
for the first two services in any 12-month period ^{1, 3} \$0.00

D1206 Topical fluoride (prophylaxis not included) - child,
for the first two services in any 12-month period ^{1, 3} \$0.00

D2999 Topical fluoride, adult or child, for each additional service in
same 12-month period ^{1, 3} \$20.00

OTHER PREVENTIVE SERVICES

D1310 Nutritional instruction for control of dental disease \$0.00

D1330 Oral hygiene instructions \$0.00

D1351 Sealant - per tooth (molars) ⁴ \$0.00

D9999 Sealant - per tooth (non-molars) ⁴ \$35.00

SPACE MAINTENANCE (PASSIVE APPLIANCES)

D1510 Space maintainer - fixed - unilateral \$0.00

D1515 Space maintainer - fixed - bilateral \$0.00

D1525 Space maintainer - removable - bilateral \$0.00

D1550 Re-cementation of fixed space maintainer \$0.00

D1555 Removal of fixed space maintainer \$0.00

ALMAGAM RESTORATIONS (INCLUDING POLISHING)

D2140 Amalgam - 1 surface, primary or permanent \$0.00

D2150 Amalgam - 2 surfaces, primary or permanent \$0.00

D2160 Amalgam - 3 surfaces, primary or permanent \$0.00

D2161 Amalgam - 4 or more surfaces, primary or permanent \$0.00

RESIN-BASED COMPOSITE RESTORATIONS - DIRECT

D2330 Resin-based composite - 1 surface, anterior \$0.00

D2331 Resin-based composite - 2 surfaces, anterior \$0.00

D2332 Resin-based composite - 3 surfaces, anterior \$0.00

D2335 Resin-based composite - 4 or more surfaces or involving incisal
angle, (anterior) \$0.00

D2390 Resin-based composite crown, anterior \$75.00

D2391 Resin-based composite - 1 surface, posterior \$0.00

D2392 Resin-based composite - 2 surfaces, posterior \$0.00

Covered Dental Services And Patient Charges - Plan U30 M (Cont.)

| | | |
|--------------|---|--------|
| D2393 | Resin-based composite - 3 or more surfaces, posterior | \$0.00 |
| D2394 | Resin-based composite - 4 or more surfaces, posterior | \$0.00 |

INLAY/ONLAY RESTORATIONS ⁶

| | | |
|--------------|--|----------|
| D2510 | Inlay - metallic - 1 surface ⁵ | \$265.00 |
| D2520 | Inlay - metallic - 2 surfaces ⁵ | \$320.00 |
| D2530 | Inlay - metallic - 3 or more surfaces ⁵ | \$350.00 |
| D2542 | Onlay - metallic - 2 surfaces ⁵ | \$350.00 |
| D2543 | Onlay - metallic - 3 surfaces ⁵ | \$360.00 |
| D2544 | Onlay - metallic - 4 or more surfaces ⁵ | \$370.00 |
| D2610 | Inlay - porcelain/ceramic - 1 surface | \$265.00 |
| D2620 | Inlay - porcelain/ceramic - 2 surfaces | \$320.00 |
| D2630 | Inlay - porcelain/ceramic - 3 or more surfaces | \$350.00 |
| D2642 | Onlay - porcelain/ceramic - 2 surfaces | \$350.00 |
| D2643 | Onlay - porcelain/ceramic - 3 surfaces | \$360.00 |
| D2644 | Onlay - porcelain/ceramic - 4 or more surfaces | \$370.00 |

CROWNS - SINGLE RESTORATIONS ONLY ⁶

| | | |
|--------------|--|----------|
| D2740 | Crown - porcelain/ceramic substrate | \$395.00 |
| D2750 | Crown - porcelain fused to high noble metal ⁵ | \$375.00 |
| D2751 | Crown - porcelain fused to predominantly base metal | \$375.00 |
| D2752 | Crown - porcelain fused to noble metal | \$375.00 |
| D2780 | Crown - 3/4 cast high noble metal ⁵ | \$365.00 |
| D2781 | Crown - 3/4 cast predominantly base metal | \$365.00 |
| D2782 | Crown - 3/4 cast noble metal | \$365.00 |
| D2783 | Crown - 3/4 porcelain/ceramic | \$365.00 |
| D2790 | Crown - full cast high noble metal ⁵ | \$375.00 |
| D2791 | Crown - full cast predominantly base metal | \$375.00 |
| D2792 | Crown - full cast noble metal | \$375.00 |
| D2794 | Crown - titanium | \$375.00 |

OTHER RESTORATIVE SERVICES

| | | |
|--------------|---|----------|
| D2910 | Recement inlay, onlay, or partial coverage restoration | \$0.00 |
| D2915 | Recement cast or prefabricated post and core | \$0.00 |
| D2920 | Recement crown | \$0.00 |
| D2930 | Prefabricated stainless steel crown - primary tooth | \$88.00 |
| D2931 | Prefabricated stainless steel crown - permanent tooth | \$88.00 |
| D2932 | Prefabricated resin crown | \$108.00 |
| D2933 | Prefabricated stainless steel crown with resin window | \$108.00 |
| D2934 | Prefabricated esthetic coated stainless steel crown - primary tooth | \$115.00 |
| D2940 | Sedative filling | \$0.00 |
| D2950 | Core buildup, including any pins | \$100.00 |
| D2951 | Pin retention - per tooth, in addition to restoration | \$18.00 |
| D2952 | Post & core in addition to crown, indirectly fabricated | \$155.00 |
| D2953 | Each additional indirectly fabricated post - same tooth | \$79.00 |
| D2954 | Prefabricated post and core in addition to crown | \$125.00 |
| D2957 | Each additional prefabricated post - same tooth | \$51.00 |
| D2960 | Labial veneer (resin laminate) - chairside | \$250.00 |
| D2970 | Temporary crown (fractured tooth) | \$86.00 |

Covered Dental Services And Patient Charges - Plan U30 M (Cont.)

D2971 Additional procedures to construct new crown under existing partial denture framework \$125.00

PULP CAPPING

D3110 Pulp cap - direct (excluding restoration) \$0.00
D3120 Pulp cap - indirect (excluding restoration) \$0.00

PULPOTOMY

D3220 Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to the dentinocemental junction and application of medicament \$0.00
D3221 Pulpal debridement, primary and permanent teeth \$0.00
D3222 Partial pulpotomy for apexogenesis - permanent tooth with incomplete root development \$0.00
D3230 Pulpal therapy (resorbable filling) - anterior, primary tooth (excluding final restoration) \$0.00
D3240 Pulpal therapy (resorbable filling) - posterior, primary tooth (excluding final restoration) \$0.00

ENDODONTIC THERAPY (INCLUDING TREATMENT PLAN, CLINICAL PROCEDURES AND FOLLOW-UP CARE)

D3310 Root canal, anterior (excluding final restoration) \$120.00
D3320 Root canal, bicuspid (excluding final restoration) \$145.00
D3330 Root canal, molar (excluding final restoration) \$270.00
D3331 Treatment of root canal obstruction; non-surgical access \$0.00
D3332 Incomplete endodontic therapy; inoperable, unrestorable or fractured tooth \$75.00
D3333 Internal root repair or perforation defects \$116.00

ENDODONTIC RETREATMENT

D3346 Retreatment of previous root canal therapy - anterior \$375.00
D3347 Retreatment of previous root canal therapy - bicuspid \$425.00
D3348 Retreatment of previous root canal therapy - molar \$525.00

APICOECTOMY/PERIRADICULAR SERVICES

D3410 Apicoectomy/periradicular surgery - anterior \$240.00
D3421 Apicoectomy/periradicular surgery - bicuspid (first root) \$270.00
D3425 Apicoectomy/periradicular surgery - molar (first root) \$320.00
D3426 Apicoectomy/periradicular surgery (each additional root) \$116.00
D3430 Retrograde filling - per root \$72.00
D3950 Canal preparation and fitting of preformed dowel or post \$20.00

SURGICAL SERVICES (INCLUDING USUAL POSTOPERATIVE CARE)

D4210 Gingivectomy or gingivoplasty - 4 or more contiguous teeth or bounded teeth spaces per quadrant \$200.00
D4211 Gingivectomy or gingivoplasty - 1 to 3 contiguous teeth or bounded teeth spaces per quadrant \$60.00

Covered Dental Services And Patient Charges - Plan U30 M (Cont.)

| | | |
|--------------|--|----------|
| D4240 | Gingival flap procedure - including root planing - 4 or more contiguous teeth or bounded teeth spaces per quadrant | \$240.00 |
| D4241 | Gingival flap procedure, including root planing - 1 to 3 contiguous teeth or bounded teeth spaces per quadrant | \$144.00 |
| D4249 | Clinical crown lengthening - hard tissue | \$280.00 |
| D4260 | Osseous surgery (including flap entry and closure) - 4 or more contiguous teeth or bounded teeth spaces per quadrant | \$380.00 |
| D4261 | Osseous surgery (including flap entry and closure) - 1 to 3 contiguous teeth or bounded teeth spaces per quadrant | \$230.00 |
| D4268 | Surgical revision procedure, per tooth | \$0.00 |
| D4270 | Pedicle soft tissue graft procedure | \$350.00 |
| D4271 | Free soft tissue graft procedure (including donor site surgery) | \$363.00 |
| D4273 | Subepithelial connective tissue graft procedures, per tooth | \$399.00 |

NON-SURGICAL PERIODONTAL SERVICE

| | | |
|--------------|---|--------|
| D4341 | Periodontal scaling and root planing - 4 or more teeth per quadrant | \$0.00 |
| D4342 | Periodontal scaling and root planing - 1 to 3 teeth per quadrant | \$0.00 |
| D4355 | Full mouth debridement to enable comprehensive evaluation and diagnosis | \$0.00 |

OTHER PERIODONTAL SERVICES

| | | |
|--------------|--|---------|
| D4910 | Periodontal maintenance, for the first two services in any 12-month period ^{1, 2} | \$0.00 |
| D4920 | Unscheduled dressing change (by someone other than treating dentist) | \$0.00 |
| D4999 | Periodontal maintenance, for each additional service in same 12-month period ^{1, 2} | \$60.00 |

COMPLETE DENTURES (INCLUDING ROUTINE POST-DELIVERY CARE)

| | | |
|--------------|--|----------|
| D5110 | Complete denture - maxillary | \$452.00 |
| D5120 | Complete denture - mandibular | \$452.00 |
| D5130 | Immediate denture - maxillary | \$492.00 |
| D5140 | Immediate denture - mandibular | \$492.00 |

PARTIAL DENTURES (INCLUDING ROUTINE POST-DELIVERY CARE)

| | | |
|--------------|---|----------|
| D5211 | Maxillary partial denture - resin base (including any conventional clasps, rests and teeth) | \$381.00 |
| D5212 | Mandibular partial denture - resin base (including any conventional clasps, rests and teeth) | \$443.00 |
| D5213 | Maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth) | \$500.00 |
| D5214 | Mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth) | \$500.00 |

Covered Dental Services And Patient Charges - Plan U30 M (Cont.)

| | | |
|--------------|--|----------|
| D5225 | Maxillary partial denture - flexible base (including any clasps, rests and teeth) | \$575.00 |
| D5226 | Mandibular partial denture - flexible base (including any clasps, rests and teeth) | \$575.00 |

ADJUSTMENTS TO DENTURES

| | | |
|--------------|--|--------|
| D5410 | Adjust complete denture - maxillary | \$0.00 |
| D5411 | Adjust complete denture - mandibular | \$0.00 |
| D5421 | Adjust partial denture - maxillary | \$0.00 |
| D5422 | Adjust partial denture - mandibular | \$0.00 |

REPAIRS TO COMPLETE DENTURES

| | | |
|--------------|---|---------|
| D5510 | Repair broken complete denture base | \$40.00 |
| D5520 | Replace missing or broken teeth - complete denture (each tooth) . . . | \$36.00 |

REPAIRS TO PARTIAL DENTURES

| | | |
|--------------|--|----------|
| D5610 | Repair resin denture base | \$44.00 |
| D5620 | Repair cast framework | \$80.00 |
| D5630 | Repair or replace broken clasp | \$56.00 |
| D5640 | Replace broken teeth - per tooth | \$36.00 |
| D5650 | Add tooth to existing partial denture | \$52.00 |
| D5660 | Add clasp to existing partial denture | \$64.00 |
| D5670 | Replace all teeth and acrylic on case metal framework (maxillary) | \$196.00 |
| D5671 | Replace all teeth and acrylic on case metal framework (mandibular) | \$196.00 |

DENTURE REBASE PROCEDURES

| | | |
|--------------|--|----------|
| D5710 | Rebase complete maxillary denture | \$160.00 |
| D5711 | Rebase complete mandibular denture | \$160.00 |
| D5720 | Rebase maxillary partial denture | \$160.00 |
| D5721 | Rebase mandibular partial denture | \$160.00 |

DENTURE RELINE PROCEDURES

| | | |
|--------------|---|----------|
| D5730 | Reline complete maxillary denture (chairside) | \$88.00 |
| D5731 | Reline complete mandibular denture (chairside) | \$88.00 |
| D5740 | Reline maxillary partial denture (chairside) | \$88.00 |
| D5741 | Reline mandibular partial denture (chairside) | \$88.00 |
| D5750 | Reline complete maxillary denture (laboratory) | \$120.00 |
| D5751 | Reline complete mandibular denture (laboratory) | \$120.00 |
| D5760 | Reline maxillary partial denture (laboratory) | \$120.00 |
| D5761 | Reline mandibular partial denture (laboratory) | \$120.00 |

INTERIM PROSTHESIS

| | | |
|--------------|--|----------|
| D5820 | Interim partial denture (maxillary) | \$175.00 |
| D5821 | Interim partial denture (mandibular) | \$175.00 |

Covered Dental Services And Patient Charges - Plan U30 M (Cont.)

OTHER REMOVABLE PROSTHETIC SERVICES

| | | |
|-------|---|---------|
| D5850 | Tissue conditioning, maxillary | \$36.00 |
| D5851 | Tissue conditioning, mandibular | \$36.00 |

FIXED PARTIAL DENTURE PONTICS ⁶

| | | |
|-------|---|----------|
| D6210 | Pontic - cast high noble metal ⁵ | \$350.00 |
| D6211 | Pontic - cast predominantly base metal | \$350.00 |
| D6212 | Pontic - cast noble metal | \$350.00 |
| D6214 | Pontic - titanium | \$350.00 |
| D6240 | Pontic - porcelain fused to high noble metal ⁵ | \$350.00 |
| D6241 | Pontic - porcelain fused to predominantly base metal | \$350.00 |
| D6242 | Pontic - porcelain fused to noble metal | \$350.00 |
| D6245 | Pontic - porcelain/ceramic | \$360.00 |

FIXED PARTIAL DENTURE RETAINERS - INLAYS/ONLAYS ⁶

| | | |
|-------|--|----------|
| D6600 | Inlay - porcelain/ceramic, - 2 surface | \$320.00 |
| D6601 | Inlay - porcelain/ceramic, - 3 or more surfaces | \$350.00 |
| D6602 | Inlay - cast high noble metal, - 2 surfaces ⁵ | \$320.00 |
| D6603 | Inlay - cast high noble metal, - 3 or more surfaces ⁵ | \$350.00 |
| D6604 | Inlay - cast predominantly base metal, - 2 surfaces | \$320.00 |
| D6605 | Inlay - cast predominantly base metal, - 3 or more surfaces | \$350.00 |
| D6606 | Inlay - cast noble metal, 2 surfaces | \$320.00 |
| D6607 | Inlay - cast noble metal, 3 or more surfaces | \$350.00 |
| D6608 | Onlay - porcelain/ceramic, 2 surfaces | \$350.00 |
| D6609 | Onlay - porcelain/ceramic, 3 or more surfaces | \$360.00 |
| D6610 | Onlay - cast high noble metal, 2 surfaces ⁵ | \$350.00 |
| D6611 | Onlay - cast high noble metal, 3 or more surfaces ⁵ | \$360.00 |
| D6612 | Onlay - cast predominantly base metal, 2 surfaces | \$350.00 |
| D6613 | Onlay - cast predominantly base metal, 3 or more surfaces | \$360.00 |
| D6614 | Onlay - cast noble metal, 2 surfaces | \$350.00 |
| D6615 | Onlay - cast noble metal, 3 or more surfaces | \$360.00 |
| D6624 | Inlay - titanium | \$320.00 |
| D6634 | Onlay - titanium | \$350.00 |

FIXED PARTIAL DENTURE RETAINERS - CROWNS ⁶

| | | |
|-------|--|----------|
| D6740 | Crown - porcelain/ceramic | \$395.00 |
| D6750 | Crown - porcelain fused to high noble metal ⁵ | \$375.00 |
| D6751 | Crown - porcelain fused to predominantly base metal | \$375.00 |
| D6752 | Crown - porcelain fused to noble metal | \$375.00 |
| D6780 | Crown - 3/4 cast high noble metal ⁵ | \$365.00 |
| D6781 | Crown - 3/4 cast predominantly base metal | \$365.00 |
| D6782 | Crown - 3/4 cast noble metal | \$365.00 |
| D6783 | Crown - 3/4 porcelain/ceramic | \$365.00 |
| D6790 | Crown - full cast high noble metal ⁵ | \$375.00 |
| D6791 | Crown - full cast predominantly base metal | \$375.00 |
| D6792 | Crown - full cast noble metal | \$375.00 |
| D6794 | Crown - titanium | \$375.00 |

OTHER FIXED PARTIAL DENTURE SERVICES

Covered Dental Services And Patient Charges - Plan U30 M (Cont.)

| | | |
|--------------|---|----------|
| D6930 | Recement fixed partial denture | \$36.00 |
| D6970 | Post and core in addition to fixed partial denture retainer, indirectly fabricated | \$155.00 |
| D6972 | Prefabricated post and core in addition to fixed partial denture retainer | \$125.00 |
| D6973 | Core buildup for retainer, including any pins | \$100.00 |
| D6976 | Each additional cast post - same tooth | \$79.00 |
| D6977 | Each additional prefabricated post - same tooth | \$51.00 |
| D6999 | Multiple crown and bridge unit treatment plan - per unit, 6 or more units per treatment ⁶ | \$125.00 |

EXTRACTIONS

| | | |
|--------------|---|--------|
| D7111 | Extraction, coronal remnants - deciduous tooth | \$0.00 |
| D7140 | Extraction, erupted tooth or exposed root (elevation and/or forceps removal) | \$0.00 |

SURGICAL EXTRACTIONS (INCLUDES LOCAL ANESTHESIA, SUTURING, IF NEEDED, AND ROUTINE POSTOPERATIVE CARE)

| | | |
|--------------|--|----------|
| D7210 | Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth | \$30.00 |
| D7220 | Removal of impacted tooth - soft tissue | \$114.00 |
| D7230 | Removal of impacted tooth - partially bony | \$140.00 |
| D7240 | Removal of impacted tooth - completely bony | \$160.00 |
| D7241 | Removal of impacted tooth - completely bony, with unusual surgical complications | \$200.00 |
| D7250 | Surgical removal of residual tooth roots (cutting procedure) | \$35.00 |
| D7261 | Primary closure of a sinus perforation | \$250.00 |

OTHER SURGICAL PROCEDURES

| | | |
|--------------|---|----------|
| D7280 | Surgical access of an unerupted tooth | \$250.00 |
| D7283 | Placement of device to facilitate eruption of impacted tooth | \$50.00 |
| D7285 | Biopsy of oral tissue - hard (bone, tooth) | \$60.00 |
| D7286 | Biopsy of oral tissue - soft | \$50.00 |
| D7288 | Brush biopsy - transepithelial sample collection | \$65.00 |

ALEVEOPLASTY - SURGICAL PREPARATION OF RIDGE FOR DENTURES

| | | |
|--------------|--|----------|
| D7310 | Alveoplasty in conjunction with extractions - 4 or more teeth or tooth spaces, per quadrant | \$125.00 |
| D7311 | Alveoplasty in conjunction with extractions - 1 to 3 teeth or tooth spaces, per quadrant | \$65.00 |
| D7320 | Alveoplasty not in conjunction with extractions - per quadrant | \$150.00 |
| D7321 | Alveoplasty not in conjunction with extractions - 1 to 3 teeth or tooth spaces | \$105.00 |

Covered Dental Services And Patient Charges - Plan U30 M (Cont.)

SURGICAL EXCISION OF INTRA-OSSEOUS LESIONS

| | | |
|-------|--|----------|
| D7450 | Removal of benign odontogenic cyst or tumor - lesion diameter up to 1.25 cm | \$180.00 |
| D7451 | Removal of benign odontogenic cyst or tumor - lesion diameter greater than 1.25 cm | \$289.00 |

EXCISION OF BONE TISSUE

| | | |
|-------|--|----------|
| D7471 | Removal of lateral exostosis (maxilla or mandible) | \$204.00 |
| D7472 | Removal of torus palatinus | \$283.00 |
| D7473 | Removal of torus mandibularis | \$283.00 |

SURGICAL INCISION

| | | |
|-------|---|---------|
| D7510 | Incision and drainage of abscess - intraoral soft tissue | \$25.00 |
| D7511 | Incision and drainage of abscess - intraoral soft tissue - complicated (includes drainage of multiple fascial spaces) | \$30.00 |

OTHER REPAIR PROCEDURES

| | | |
|-------|---|----------|
| D7960 | Frenulectomy (frenectomy or frenotomy) - separate procedure | \$133.00 |
| D7963 | Frenuloplasty | \$163.00 |

UNCLASSIFIED TREATMENT

| | | |
|-------|--|----------|
| D9110 | Palliative (emergency) treatment of dental pain - minor procedure | \$0.00 |
| D9120 | Fixed partial denture sectioning | \$15.00 |
| D9215 | Local anesthesia | \$0.00 |
| D9220 | Deep sedation/general anesthesia - first 30 minutes ⁷ | \$195.00 |
| D9221 | Deep sedation/general anesthesia - each additional 15 minutes ⁷ | \$75.00 |
| D9241 | Intravenous conscious sedation/analgesia - first 30 minutes ⁷ | \$195.00 |
| D9242 | Intravenous conscious sedation/analgesia - each additional 15 minutes ⁷ | \$75.00 |

PROFESSIONAL CONSULTATION

| | | |
|-------|--|--------|
| D9310 | Consultation (diagnostic service provided by dentist or physician other than practitioner providing treatment) | \$0.00 |
|-------|--|--------|

PROFESSIONAL VISITS

| | | |
|-------|---|---------|
| D9430 | Office visit for observation (during regularly scheduled hours) - no other services performed | \$0.00 |
| D9440 | Office visit - after regularly scheduled hours | \$50.00 |
| D9450 | Case presentation, detailed and extensive treatment planning | \$0.00 |

MISCELLANEOUS SERVICES

| | | |
|-------|---|----------|
| D9951 | Occlusal adjustment - limited | \$10.00 |
| D9971 | Odontoplasty, 1-2 teeth | \$10.00 |
| D9972 | External bleaching - per arch | \$165.00 |
| | Broken Appointment | \$25.00 |

Covered Dental Services And Patient Charges - Plan U30 M (Cont.)

- ¹ The *patient charges* for codes D1110, D1120, D1203, D1204, D1206 and D4910 are limited to the first two services in any 12 month period. For each additional service in the same 12 month period, see codes D1999, D2999 and D4999 for the applicable patient charge.
- ² Routine prophylaxis or periodontal maintenance procedure - a total of 4 services in any 12-month period. One of the covered periodontal maintenance procedures may be performed by a participating periodontal Specialist if done within 3 to 6 months following completion of approved, active periodontal therapy (periodontal scaling and root planning or periodontal osseous surgery) by a participating periodontal Specialist. Active periodontal therapy includes periodontal scaling and root planning or periodontal osseous surgery.
- ³ Fluoride treatment - a total of 4 services in any 12-month period.
- ⁴ Sealants are limited to permanent teeth up to the 16th birthday.
- ⁵ If high noble metal is used, there will be an additional patient charge for the actual cost of the high noble metal.
- ⁶ The *patient charge* for these services is per unit.
- ⁷ Procedure codes D9220, D9221, D9241 and D9242 are limited to a *participating specialty care oral surgeon*. Additionally, these services are only covered in conjunction with other covered surgical services.

Additional Conditions On Covered Services (Cont.)

The *plan* provides for the use of noble, high noble and base metals for inlays, onlays, crowns and fixed bridges. When high noble metal is used, *you* will pay an additional amount for the actual cost of the high noble metal. In addition, *you* will pay the usual *patient charge* for the inlay, onlay, crown or fixed bridge. The total *patient charges* for high noble metal may not exceed the actual lab bill for the service.

In all cases when there is more than one course of treatment available, a full disclosure of all the options must be given to the *member* before treatment begins. The *PCD* should present the *member* with a treatment *plan* in writing before treatment begins, to assure that there is no confusion over what he or she must pay.

General Guidelines For Alternative Treatment

By The *PCD* There may be a number of accepted methods for treating a specific dental condition. In all cases where there are more than one course of treatment available, a full disclosure of all the options must be given to the *member* before treatment begins. The *PCD* should present the *member* with a written treatment plan, including treatment costs, before treatment begins, to minimize the potential for confusion over what the *member* should pay, and to fully document informed consent.

- If any of the recommended alternate services are selected by the *member* and not covered under the *plan*, then the *member* must pay the *PCD's* usual charge for the recommended alternate service.
- If any treatment is specifically not recommended by the *PCD* (i.e., the *PCD* determines it is not an appropriate service for the condition being treated), then the *PCD* is not obliged to provide that treatment even if it is a covered service under the *plan*.
- *Members* can request and receive a second opinion by contacting Member Services in the event they have questions regarding the recommendations of the *PCD* or *Specialty Care Dentist*.

Crowns, Bridges And Dentures

A crown is a covered service when it is recommended by the *PCD*. The replacement of a crown or bridge is not covered within 5 years of the original placement under the *plan*. The replacement of a partial or complete denture is covered only if the existing denture cannot be made satisfactory by reline, rebase or repair. Construction of new dentures may not exceed one each in any 5-year period from the date of previous placement under the *plan*. Immediate dentures are not subject to the 5-year limitation.

The benefit for complete dentures includes all usual post-delivery care including adjustments for 6 months after insertion. The benefit for immediate dentures: (a) includes limited follow-up care only for 6 months; and (b) does not include required future permanent rebasing or relining procedures or a complete new denture.

Porcelain crowns and/or porcelain fused to metal crowns are covered on anterior, bicuspid and molar teeth when recommended by the *PCD*.

Multiple Crown/Bridge Unit Treatment Fee

When a *member's* treatment plan includes 6 or more covered units of crown and/or bridge to restore teeth or replace missing teeth, the *member* will be responsible for the *patient charge* for each unit of crown or bridge, plus an additional charge per unit as shown in the Covered Dental Services and Patient Charges section.

Additional Conditions On Covered Services (Cont.)

Pediatric Specialty Services If, during a *PCD* visit, a *member* under age 8 is unmanageable, the *PCD* may refer the *member* to a *Participating Pediatric Specialty Care Dentist* for the current treatment plan only. Following completion of the approved pediatric treatment plan, the *member* must return to the *PCD* for further services. If necessary, we must first authorize subsequent referrals to the *participating specialty care dentist*. Any services performed by a *Pediatric Specialty Care Dentist* after the *member's* 8th birthday will not be covered, and the *member* will be responsible for the *Pediatric Specialty Care Dentist's* usual fees.

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Second Opinion Consultation A *member* may wish to consult another *dentist* for a second opinion regarding services recommended or performed by: (a) his or her *PCD*; or (b) a *participating specialty care dentist* through an authorized referral. To have a second opinion consultation covered by *MDG*, you must call or write Member Services for prior authorization. We only cover a second opinion consultation when the recommended services are otherwise covered under the *plan*.

A Member Services Representative will help you identify a *participating dentist* to perform the second opinion consultation. You may request a second opinion with a *non-participating general dentist* or *specialty care dentist*. the Member Services Representative will arrange for any available records or radiographs and the necessary second opinion form to be sent to the consulting *dentist*. the second opinion consultation shall have the applicable *patient charge* for code D9310.

Third opinions are not covered unless requested by *MDG*. If a third opinion is requested by the *member*, the *member* is responsible for the payment. Exceptions will be considered on an individual basis, and must be approved in writing by *MDG*.

The *plan's* benefit for a second opinion consultation is limited to \$50.00. If a *participating dentist* is the consultant *dentist*, you are responsible for the applicable *patient charge* for code D9310. If a non-participating dentist is the consultant dentist, you must pay the applicable patient charge for code D9310 and any portion of the dentist's fee over \$50.00.

Noble and High Noble Metals The plan provides for the use of noble metals for inlays, onlays, crowns and fixed bridges. When high noble metal (including "gold") is used, the member will be responsible for the patient charge for the inlay, onlay, crown, or fixed bridge, plus an additional charge equal to the actual laboratory cost of the high noble metal.

General Anesthesia / IV Sedation General anesthesia / IV sedation - General anesthesia or IV sedation is limited to services provided by a *Participating Oral Surgery Specialty Care Dentist*. Not all *Participating Oral Surgery Specialty Care Dentists* offer these services. The member is responsible to identify and receive services from a *Participating Oral Surgery Specialty Care Dentist* willing to provide general anesthesia or IV sedation. The member's patient charge is shown in the Covered Dental Services and Patient Charges section.

Additional Conditions On Covered Services (Cont.)

Office Visit Charges Office visit patient charges that are the member's responsibility after the employer's group plan has been in effect for three full years, will be paid to the PCD by us.

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B850.1208

Orthodontic Treatment The *plan* covers orthodontic services as shown in the Covered Dental Services and Patient Charges section. Coverage is limited to one course of treatment per *member*. We must preauthorize treatment, and treatment must be performed by a *Participating Orthodontic Specialty Care Dentist*.

The *plan* covers up to 24 months of comprehensive orthodontic treatment. If treatment beyond 24 months is necessary, the *member* will be responsible for each additional month of treatment, based upon the *Participating Orthodontic Specialty Care Dentist's* contracted fee.

Except as described under Treatment in Progress - Orthodontic Treatment and Treatment in Progress - Takeover Benefit for Orthodontic Treatment, orthodontic services are not covered if comprehensive treatment begins before the *member* is eligible for benefits under the *plan*. If a *member's* coverage terminates after the fixed banding appliances are inserted, the *Participating Orthodontic Specialty Care Dentist* may prorate his or her usual fee over the remaining months of treatment. The *member* is responsible for all payments to the *Participating Orthodontic Specialty Care Dentist* for services after the termination date. Retention services are covered at the Patient Charge shown in the *plan* Schedule's section only following a course of comprehensive orthodontic treatment started and completed under this *plan*.

If a *member* transfers to another *Orthodontic Specialty Care Dentist* after authorized comprehensive orthodontic treatment has started under this *plan*, the *member* will be responsible for any additional costs associated with the change in *Orthodontic Specialty Care Dentist* and subsequent treatment.

The benefit for the treatment plan and records includes initial records and any interim and final records. The benefit for comprehensive orthodontic treatment covers the fixed banding appliances and related visits only. Additional fixed or removable appliances will be the *member's* responsibility. The benefit for orthodontic retention is limited to 12 months and covers any and all necessary fixed and removable appliances and related visits. Retention services are covered only following a course of comprehensive orthodontic treatment covered under the *plan*. Limited orthodontic treatment and interceptive (Phase I) treatment are not covered.

The *plan* does not cover any incremental charges for non-standard orthodontic appliances or those made with clear, ceramic, white or other optional material or lingual brackets. Any additional costs for the use of optional materials will be the *member's* responsibility.

If a *member* has orthodontic treatment associated with orthognathic surgery (a non-covered procedure involving the surgical moving of teeth), the *plan* provides the standard orthodontic benefit. The *member* will be responsible for additional charges related to the orthognathic surgery and the complexity of the orthodontic treatment. The additional charge will be based on the *Participating Orthodontic Specialist Dentist's* usual fee.

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Additional Conditions On Covered Services (Cont.)

| | |
|---|--|
| Treatment In Progress | <p>A member may choose to have a <i>participating dentist</i> complete an inlay, onlay, crown, fixed bridge, denture, or root canal , or orthodontic treatment procedure which: (1) is listed in the <i>Covered Dental Services and Patient Charges</i> Section; and (2) was started but not completed prior to the member's eligibility to receive benefits under this <i>plan</i>. The <i>member</i> is responsible to identify, and transfer to, a <i>participating dentist</i> willing to complete the procedure at the <i>patient charge</i> described in this section.</p> |
| Restorative Treatment | <p>Inlays, onlays, crowns and fixed bridges are started when the tooth or teeth are prepared and completed when the final restoration is permanently cemented. Dentures are started when the impressions are taken and completed when the denture is delivered to the patient. Inlays, onlays, crowns, fixed bridges, or dentures which are shown in the Covered Dental Services and Patient Charges section and were started but not completed prior to the member's eligibility to receive benefits under this plan, have a patient charge equal to 85% of the Participating General Dentist's usual fee. (There is no additional charge for high noble metal.)</p> |
| Endodontic Treatment | <p>Endodontic treatment is started when the pulp chamber is opened and completed when the permanent root canal filling material is placed. Endodontic procedures which are shown in the Covered Dental Services and Patient Charges section that were started but not completed prior to the member's eligibility to receive benefits under this plan may be covered if the member identifies a Participating General or Specialty Care Dentist who is willing to complete the procedure at a patient charge equal to 85% of Participating Dentist's usual fee.</p> |
| Orthodontic Treatment | <p>Comprehensive orthodontic treatment is started when the teeth are banded. Comprehensive orthodontic treatment procedures which are listed on the Covered Dental Services and Patient Charges section and were started but not completed prior to the member's eligibility to receive benefits under this plan may be covered if the member identifies a Participating Orthodontic Specialty Care Dentist who is willing to complete the treatment, including retention, at a patient charge equal to 85% of the Participating Orthodontic Specialty Care Dentist's usual fee. Also refer to the Orthodontic Takeover Treatment-in-Progress section.</p> |
| Treatment in Progress - Takeover Benefit for Orthodontic Treatment | <p>The Treatment in Progress - Takeover Benefit for Orthodontic Treatment provides a Member who qualifies, as explained below, a benefit to continue comprehensive orthodontic treatment that was started under another dental HMO plan with the current treating orthodontist, after this Plan becomes effective.</p> <p>A Member may be eligible for the Treatment in Progress - Takeover Benefit for Orthodontic Treatment only if:</p> <ul style="list-style-type: none">● the Member was covered by another dental HMO plan just prior to the effective date of This Plan and had started comprehensive orthodontic treatment (D8070, D8080 or D8090) with a participating network orthodontist under the prior dental HMO plan;● the Member has such orthodontic treatment in progress at the time This Plan becomes effective;● the Member continues such orthodontic treatment with the treating orthodontist; |

Additional Conditions On Covered Services (Cont.)

- the Member's payment responsibility for the comprehensive orthodontic treatment in progress has increased because the treating orthodontist raised fees due to the termination of the prior dental HMO plan; and
- a Treatment in Progress - Takeover Benefit for Orthodontic Treatment Form, completed by the treating orthodontist, is submitted to us within 6 months of the effective date of This Plan.

The benefit amount will be calculated based on: (i) the number of remaining months of comprehensive orthodontic treatment; and (ii) the amount by which the Member's payment responsibility has increased as a result of the treating orthodontist's raised fees, up to a maximum benefit of \$500 per Member.

The Member will be responsible to have the treating orthodontist complete a Treatment in Progress - Takeover Benefit for Orthodontic Treatment Form and submit it to us. The Member has 6 months from the effective date of This Plan to have the Form submitted to us in order to be eligible for the Treatment in Progress - Takeover Benefit for Orthodontic Treatment. We will determine the Member's additional payment responsibility and prorate the months of comprehensive orthodontic treatment that remain. The Member will be paid quarterly until the benefit has been paid or until the Member completes treatment, whichever comes first. The benefit will cease if the Member's coverage under This Plan is terminated.

This benefit is only available to Members that were covered under the prior dental HMO plan and are in comprehensive orthodontic treatment with a participating network orthodontist when This Plan becomes effective with us. It will not apply if the comprehensive orthodontic treatment was started when the Member was covered under a PPO or Indemnity plan; or where no prior coverage existed; or if the Member transfers to another orthodontist. This benefit applies to Members of new Plans only. It does not apply to Members of existing Plans. And it does not apply to persons who become newly eligible under the Group after the effective date of This Plan.

The benefit is only available to Members in comprehensive orthodontic treatment (D8070, D8080 or D8090). It does not apply to any other orthodontic services. Additionally, we will only cover up to a total 24 months of comprehensive orthodontic treatment.

CGP-3-MDG-TX-TIP-08

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Limitations on Benefits For Specific Covered Services

NOTE: Time limitations for a service are determined from the date that service was last rendered under this *plan*.

The codes below in parentheses refer to the CDT Codes as shown in the Covered Dental Services and Patient Charges section.

We don't pay benefits in excess of any of the following limitations:

Limitations on Benefits For Specific Covered Services (Cont.)

- Routine cleaning (prophylaxis) or periodontal maintenance procedures, which are not medically necessary - a total of 4 services in any 12-month period. One of the covered periodontal maintenance procedures may be performed by a Participating Periodontal Specialty Care Dentist if done within 3 to 6 months following completion of approved, active periodontal therapy (periodontal scaling and root planing or periodontal osseous surgery) by a Participating Periodontal Specialty Care Dentist. Active periodontal therapy includes periodontal scaling and root planing or periodontal osseous surgery.
- Adjunctive pre-diagnostic tests that aid in detection of mucosal abnormalities including pre-malignant and malignant lesions, not to include cytology or biopsy procedures (D0431) - limited to 1 in any 2-year period (or any 12-month period, if the Plan has been in effect for less than one year) on or after the 40th birthday.
- Full mouth x-rays - 1 set in any 3-year period (or any 2-year period, if the Plan has been in effect for one year or more but less than 2 years; or any 12-month period, if the Plan has been in effect for less than one year).
- Bitewing x-rays - 2 sets in any 12-month period.
- Panoramic x-rays - 1 set in any 3-year period (or any 2-year period, if the Plan has been in effect for one year or more but less than 2 years; or any 12-month period, if the Plan has been in effect for less than one year).
- Sealants - limited to permanent teeth, up to the 16th birthday - 1 per tooth in any 3-year period (or any 2-year period, if the Plan has been in effect for one year or more but less than 2 years; or any 12-month period, if the Plan has been in effect for less than one year).
- Gingival flap procedure (D4240, D4241) or osseous surgery (D4260, D4261) - a total of 1 service per quadrant or area in any 3-year period (or any 2-year period, if the Plan has been in effect for one year or more but less than 2 years; or any 12-month period, if the Plan has been in effect for less than one year).
- Periodontal soft tissue graft procedures (D4270, D4271) or subepithelial connective tissue graft procedure (D4273) - a total of 1 service per area in any 3-year period (or any 2-year period, if the Plan has been in effect for one year or more but less than 2 years; or any 12-month period, if the Plan has been in effect for less than one year).
- Periodontal scaling and root planing (D4341, D4342) - 1 service per quadrant or area in any 12-month period.
- Emergency dental services when more than 50 miles from the PCD's office - limited to a \$50.00 reimbursement per incident.
- Emergency dental services when provided by a dentist other than the member's assigned PCD, and without referral by the PCD or authorization by MDG - limited to the benefit for palliative treatment (code D9110) only.
- Reline of a complete or partial denture - 1 per denture in 12-month period.

Limitations on Benefits For Specific Covered Services (Cont.)

- Rebase of a complete or partial denture - 1 per denture in any 12-month period.
- Second Opinion Consultation - when approved by us, a second opinion consultation will be reimbursed up to \$50.00 per treatment plan.

CGP-3-MDG-TX-LMTS-08

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Exclusions

We will not cover:

- Any condition for which benefits of any nature are recovered, whether by adjudication or settlement, under any Workers' Compensation or Occupational Disease Law.
- Dental services performed in a hospital, surgical center, or related hospital fees.
- Any *histopathological* examination or other laboratory charges.
- Removal of tumors, cysts, neoplasms or foreign bodies that are not of tooth origin.
- Any oral surgery requiring the setting of a fracture or dislocation.
- Placement of osseous (bone) grafts.
- Dispensing of drugs not normally supplied in a dental office for treatment of dental diseases.
- Any treatment or appliances requested, recommended or performed: (a) which in the opinion of the *participating dentist* is not necessary for maintaining or improving the Member's dental health; or (b) which is solely for cosmetic purposes.
- Precision attachments, stress breakers, magnetic retention or *overdenture* attachments.
- The use of: (a) intramuscular sedation; (b) oral sedation; or (c) inhalation sedation, including but not limited to *nitrous oxide*.
- Any procedure or treatment method: (a) which does not meet professionally recognized standards of dental practice; or (b) which is considered to be experimental in nature.
- Replacement of lost, missing, or stolen appliances or prosthesis or the fabrication of a spare appliance or prosthesis.
- Replacement or repair of prosthetic appliances due to the neglect of the Member.
- Any Member request for: (a) specialist services or treatment which can be routinely provided by the *PCD*, or (b) treatment by a specialist without a referral from the *PCD* and approval from *us*. This exclusion will not apply to *Emergency Dental Services*.

Exclusions (Cont.)

- Treatment provided by any public program, or paid for or sponsored by any government body, unless we are legally required to provide benefits.
- Any restoration, service, appliance or prosthetic device used solely: (a) to alter vertical dimension; (b) to replace tooth structure lost due to attrition or abrasion; (c) to splint or stabilize teeth for *periodontal* reasons; or (d) except as described in the Orthodontic Treatment section, to realign teeth.
- Any service, appliance, device or modality intended to treat disturbances of the *temporomandibular joint (TMJ)*.
- Dental services, other than covered *Emergency Dental Services*, which were performed by any *dentist* other than the Member's assigned *PCD*, unless we had provided written authorization.
- Cephalometric x-rays, except when performed as part of the orthodontic treatment plan and records for a covered course of comprehensive orthodontic treatment.
- Treatment which requires the services of a *Prosthodontist*.
- Treatment which requires the services of a *Pediatric Specialty Care Dentist*, after the Member's 8th birthday.
- Consultations for non-covered services.
- Any procedure not specifically listed as a covered service.

CGP-3-MDG-TX-EXCL-08

B850.1213

- Any service or procedure: (a) associated with the placement, prosthodontic restoration or maintenance of a dental implant; and (b) any incremental charges to other covered services as a result of the presence of a dental implant.
- Inlays, onlays, crowns or fixed bridges or dentures started, but not completed, prior to the Member's eligibility to receive benefits under this *plan*, except as described under Treatment in Progress- Restorative Treatment. (Inlays, onlays crowns or fixed bridges are considered to be: (a) started when the tooth or teeth are prepared; and (b) completed when the final restoration is permanently cemented. Dentures are considered to be: (a) started when the impressions are taken; and (b) completed when the denture is delivered to the Member.)
- Root canal treatment started, but not completed, prior to the Member's eligibility to receive benefits under this plan, except as described under Treatment in Progress-Endodontic Treatment. (Root canal treatment is: considered to be: (a) started when the pulp chamber is opened; and (b) completed when the permanent root canal filling material is placed.)
- Inlays, onlays, crowns, fixed bridges or dentures started by a non-participating dentist. (Inlays, onlays, crowns and fixed bridges are considered to be started when the tooth or teeth are prepared. Dentures are considered to be started when the impressions are taken.) This exclusion will not apply to services that are started and which were covered, under the plan as Emergency Dental Services.

Exclusions (Cont.)

- Root canal treatment started by a non-participating dentist. (Root canal treatment is considered to be started when the pulp chamber is opened). This exclusion will not apply to services that were started and which were covered, under the plan as Emergency Dental Services.
- Orthodontic treatment started prior to the Member's eligibility to receive benefits under this plan, except as described under Treatment in Progress-Orthodontic Treatment. (Orthodontic treatment is considered to be started when the teeth are banded.)
- Extractions performed solely to facilitate orthodontic treatment.
- Extractions of impacted teeth with no radiographic evidence of pathology. The removal of impacted teeth is not covered if performed for prophylactic reasons.
- Orthognathic surgery (moving of teeth by surgical means) and associated incremental charges.
- Clinical crown lengthening (D4249) performed in the presence of periodontal disease on the same tooth.
- Procedures performed to facilitate non-covered services, including but not limited to: (a) root canal therapy to facilitate overdentures, hemisection or root amputation, and (b) osseous surgery to facilitate either guided tissue regeneration or an osseous graft.
- Procedures, appliances or devices: (a) guide minor tooth movement or (b) to correct or control harmful habits.
- Any endodontic, periodontal, crown or bridge abutment procedure or appliance requested, recommended or performed for a tooth or teeth with a guarded, questionable or poor prognosis.
- Re-treatment of orthodontic cases, or changes in orthodontic treatment necessitated by any kind of accident.
- Replacement or repair of orthodontic appliances damaged due to the neglect of the Member.

CGP-3-MDG-TX-EXCL-08

B850.1214

CONVERTING THIS GROUP DENTAL PLAN

Important Notice: This section applies only to dental expense coverages. In this section, these coverages are referred to as "group dental benefits."

If Your Group Dental Benefits End: If your group dental benefits end for any reason, *you* can obtain a converted policy. But *you* must have been covered by this *plan* for at least 3 consecutive months immediately prior to the date your group dental benefits end. The converted policy will cover *you* and those of your eligible *dependents* whose group dental benefits end.

If You Die While Covered: If *you* die while covered, after any applicable continuation period has ended, your then covered spouse can convert. The converted policy will cover the spouse and those of your *dependent* children whose group benefits end. If the spouse is not living, each *dependent* child whose group dental benefits end may convert for himself or herself.

If Your Marriage Ends: If your marriage ends by legal divorce or annulment, and if your former spouse is dependent on *you* for financial support, your former spouse can convert. The converted policy will cover your former spouse and those of your *dependent* children whose group dental benefits end.

When A Dependent Loses Eligibility: When a covered *dependent* stops being an eligible *dependent*, as defined in this *plan*, he or she may convert. The converted policy will only cover the *dependent* whose group benefits end.

How and When to Convert: To convert, the applicant must apply to Us in writing and pay the required premium. He or she has 31 days after his or her group dental benefits end to do this. We don't ask for proof of insurability. The converted policy will take effect on the date the applicant's group dental benefits end. If the applicant is a minor or incompetent, the person who cares for and supports the applicant may apply for him or her.

The Converted Plan: The applicant may convert to the individual dental insurance policy we normally issue for conversion at the time he or she applies. The policy will be renewable. The converted policy will comply with the laws of the State of Texas when he or she applies.

Restrictions:

- (1) A *member* can't convert if his or her group dental benefits end because *you* have failed to make the required payments.
- (2) A *member* can't convert if his or her discontinued coverage is replaced by similar coverage within 31 days.
- (3) A *member* can't convert if his or her coverage ends for any of the reasons listed under numbers (7) or (8) of the WHEN COVERAGE ENDS section of this booklet.

GLOSSARY

This Glossary defines the italicized terms appearing in your booklet.

- Alternative Procedure** means a service other than that recommended by the *member's PCD*. But, in the opinion of the *PCD*, such procedure is also an acceptable treatment for the *member's* dental condition.
- CGP-3-MDGD1 B850.0526
- Certificate Of Coverage** means this booklet issued to *you*, which summarizes the essential terms of this *plan*.
- CGP-3-MDGD2 B850.0527
- Dentist** means any dental practitioner who: (a) is properly licensed or certified under the laws of the state where he or she practices; and (b) provides services which are within the scope of his or her license or certificate and covered by this *plan*.
- CGP-3-MDGD3 B850.0528
- Dependent** means a person listed on your enrollment form who is any of the following:
1. your legal spouse;
 2. your unmarried dependent children who are under age 25.

The term "dependent child" as used in this plan includes any: (a) stepchild who is dependent on you for most of the child's support and maintenance; (b) newborn child; (c) legally adopted child; (d) grandchild who is your or your spouse's dependent for federal income tax purposes at the time application for coverage of the grandchild is made; or (e) child for whom you are court-appointed legal guardian, if the child; (i) is a part of your household, and (ii) is primarily dependent on you for support and maintenance. The term also includes any child for whom a court-ordered decree requires you to provide dependent coverage, and any child who is the subject of a legal suit for adoption by the employee.
 3. a mentally retarded or physically handicapped child who: (a) has reached the upper age limit of a dependent child; (b) is not capable of self-sustaining work; and (c) depends primarily on you for support and maintenance. You must furnish proof of such lack of capacity and dependence to MDG within 31 days after the child reaches the limiting age, and each year after that, if requested by MDG.
- The term "dependent" does not include a person who is also covered as an employee for benefits under any dental plan, which your employer offers, including this one.
- CGP-3-MDG-D4-09 B850.1233
- Emergency Dental Services** are limited to procedures administered in a *dentist's* office, dental clinic, or other comparable facility, to evaluate and stabilize dental conditions of a recent onset and severity accompanied by excessive bleeding, severe pain, or acute infection that would lead a prudent layperson possessing an average knowledge of dentistry to believe that immediate care is needed.
- CGP-3-MDGD5-TX B850.0535

Glossary (Cont.)

| | | | |
|---|--|------------------|-----------|
| Employee or You | means a person: (a) who meets your <i>employer's</i> eligibility requirements; and (b) for whom your <i>employer</i> makes monthly payments under this <i>plan</i> . | CGP-3-MDGD6 | B850.0536 |
| Employer or Planholder | means your <i>employer</i> or other entity: (a) with whom or to whom this <i>plan</i> is issued; and (b) who agrees to collect and pay the applicable premium on behalf of all its <i>members</i> . | CGP-3-MDGD7 | B850.0537 |
| Member | means <i>you</i> and any of your eligible <i>dependents</i> : (a) as defined under the eligibility requirements of this <i>plan</i> ; and (b) as determined by your <i>employer</i> , who are actually enrolled in and eligible to receive benefits under this <i>plan</i> . | CGP-3-MDGD8 | B850.0538 |
| Non-Participating Dentist | means any <i>dentist</i> who is not under contract with MDG to provide dental services to <i>members</i> . | CGP-3-MDG-DEF9 | B850.0539 |
| Participating Dentist | means a <i>dentist</i> under contract with MDG. This term includes any hygienist and technician recognized by the dental profession who assists and acts under the supervision of such <i>dentist</i> . | CGP-3-MDGD10 | B850.0540 |
| Participating General Dentist | means a <i>dentist</i> under contract with MDG: (a) who is listed in MDG's directory of <i>participating dentists</i> as a general practice <i>dentist</i> ; and (b) who may be selected as a <i>PCD</i> by a <i>member</i> and assigned by MDG to provide or arrange for a <i>member's</i> dental services. | CGP-3-MDGD11 | B850.0541 |
| Participating Specialty Care Dentist | means a <i>dentist</i> under contract with MDG as an: (a) <i>endodontist</i> ; (b) <i>pediatric specialty care dentist</i> ; (c) <i>periodontist</i> ; (d) <i>oral surgeon</i> ; or (e) <i>orthodontist</i> . | CGP-3-MDGD12B-TX | B850.0544 |
| Patient Charge | means the amount, if any, specified in the Covered Dental Services And Patient Charges section of this <i>plan</i> . Such amount is the patient's portion of the cost of covered dental services. | CGP-3-MDGD13 | B850.0545 |
| Plan | means the MDG group <i>plan</i> for dental services described in this booklet. | CGP-3-MDGD14 | B850.0546 |

Primary Care Dentist(PCD) means a dental office location: (a) at which one or more *participating general dentists* provide *covered services* to members; and (b) which has been selected by a *member* and assigned by MDG to provide and arrange for his or her dental services.

CGP-3-MDGD15

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Service Area means the geographic area in which *MDG* is licensed to provide dental services for *members* and includes: Atascosa, Austin, Bandera, Bastrop, Bell, Bexar, Blanco, Bosque, Brazoria, Brazos, Burleson, Burnet, Caldwell, Chambers, Collin, Colorado, Comal, Cooke, Coryell, Dallas, Denton, Ellis, El Paso, Erath, Falls, Fannin, Fayette, Fort Bend, Frio, Galveston, Gillespie, Gonzales, Grayson, Grimes, Guadalupe, Hamilton, Hardin, Harris, Hays, Henderson, Hill, Hood Hunt, Jack, Jackson, Jefferson, Johnson, Karnes, Kaufman, Kendall, Kerr, Lampasas, Lee, Liberty, Llano, Madison, Matagorda, McLellan, Medina, Milam, Mills, Montague, Montgomery, Navarro, Palo Pinto, Parker, Polk, Rains, Rockwall, San Jacinto, Somervell, Tarrant, Travis, Trinity, Van Zandt, Walker, Waller, Washington, Wharton, Williamson, Wilson, and Wise counties.

CGP-3-MDG-D16-TX-08

B850.1219

We, Us, Our And MDG mean Managed DentalGuard, Inc.

CGP-3-MDGD17-TX

B850.0549

COORDINATION OF BENEFITS

Applicability

This Coordination of Benefits provision applies when a *member* has dental coverage under more than one *plan*.

When a *member* has dental coverage from more than one *plan*, this *plan* coordinates its benefits with the benefits of all other plans so that benefits from these plans are not duplicated.

As used here:

"Plan" means any of the following that provides dental expense benefits or services:

- (1) group or blanket insurance plans;
- (2) group service or prepayment plans on a group basis;
- (3) union welfare plans, *employer* plans, *employee* benefits plans, trustee labor and management plans, or other plans for members of a group; and
- (4) Medicare or other governmental benefits, including mandatory no-fault auto insurance.

"Plan" does not include Medicaid or any other government program or coverage which we are not allowed to coordinate with by law. "Plan" also does not include blanket school accident-type coverage.

"This *plan* " means the part of this *plan* subject to this provision.

How This Provision Works: The Order Of Benefits

We apply this provision when a *member* is covered by more than one *plan*. When this happens we consider each *plan* separately when coordinating payments.

In applying this provision, one of the plans is called the primary *plan*. A secondary *plan* is one which is not a primary *plan*. The primary *plan* pays first, ignoring all other plans. If a *member* is covered by more than one secondary *plan*, the following rules decide the order in which the benefits are determined in relation to each other. The benefits of each secondary *plan* may take into consideration the benefits of any other *plan* which, under the rules of this section, has its benefits determined before those of that secondary *plan*.

If a *plan* has no coordination provision, it is primary. When all plans have a coordination of benefits provision, the rules that govern which *plan* pays first are as follows:

- (1) A *plan* that covers a *member* as an *employee* pays first, the *plan* that covers a *member* as a *dependent* pays second;
- (2) Except for *dependent* children of separated or divorced parents, the following governs which *plan* pays first when the *member* is a *dependent* child of an *employee* :

How This Provision Works: The Order of Benefits (Cont.)

- (a) The *plan* that covers a dependent of an *employee* whose birthday falls earliest in the calendar year pays first. The *plan* that covers a dependent of an *employee* whose birthday falls later in the calendar year pays second. The *employee's* year of birth is ignored.
 - (b) If both parents have the same birthday, the benefits of the *plan* which covered the parent longer are determined before those of the other *plan*.
- (3) For a dependent child of separated or divorced parents, the following governs which *plan* pays first when the member is a dependent of an *employee*:
- (a) When a court order makes one parent financially responsible for the health care expenses of the dependent child, then that parent's *plan* pays first;
 - (b) If there is no such court order, then the *plan* of the natural parent with custody pays before the *plan* of the stepparent with custody; and
 - (c) The *plan* of the stepparent with custody pays before the *plan* of the natural parent without custody.
- (4) A *plan* that covers a member as an active *employee* or as a dependent of such *employee* pays first. A *plan* that covers a person as a laid-off or retired *employee* or as a dependent of such *employee* pays second.

If the *plan* with which we're coordinating does not have a similar provision for such persons, then (4) will not apply.

If rules (1), (2), (3) and (4) don't determine which *plan* pays first, the *plan* that has covered the person for the longer time pays first.

To determine the length of time a member has been covered under a *plan*, two plans will be treated as one if the member was eligible under the second within 24 hours after the first *plan* ended.

The member's length of time covered under one *plan* is measured from his or her first date of coverage under the *plan*. If that date is not readily available, the date the member first became a member of the group will be used.

CGP-3-MDG-COB

B850.0550

How This Provision Works: Coordination of Benefits

Coordination With Another Pre-Paid Dental Plan

A member may also be covered under another pre-paid dental *plan* where members pay only a fixed payment amount for each covered service.

For a PCD's services, when the PCD participates under both pre-paid plans, the member will never be responsible for more than the MDG patient charge.

How This Provision Works: Coordination of Benefits (Cont.)

For participating specialty care dentists' services and emergency dental services within the service area, when this *plan* is primary, our benefits are paid without regard to the other coverage. When this *plan* is the secondary coverage, any payment made by the primary carrier is credited against the patient charge. In many cases, the member will have no out-of-pocket expenses.

For emergency dental services outside the service area, when this *plan* is primary, this *plan's* benefits are paid without regard to the other coverage. When this *plan* is the secondary *plan*, this *plan* pays the balance of expenses not paid by the primary *plan*, up to this *plan's* usual benefit.

Coordination With An Indemnity Or PPO Dental Plan

When a member is covered by this *plan* and a fee-for-service *plan*, the following rules will apply:

For a PCD's services, when this *plan* is the primary *plan*, the PCD submits a claim to the secondary *plan* for the patient charge amount. Any payment made by the secondary *plan* must be deducted from the member's payment.

For a PCD's services, when this *plan* is the secondary *plan*, the PCD submits a claim to the primary *plan* for his or her usual or contracted fee. The primary *plan's* payment is credited against the patient charge, reducing the member's out-of-pocket expense.

For specialist dentists' services and emergency dental services within the service area, when this *plan* is the primary *plan*, our benefits are paid without regard to the other coverage. When this *plan* is the secondary *plan*, any payment made by the primary carrier is credited against the patient charge, reducing the member's out-of-pocket expense.

For emergency dental services outside the service area, when this *plan* is primary, this *plan's* benefits are paid without regard to the other coverage. When this *plan* is the secondary *plan*, this *plan* pays up to \$50.00 for such services not paid by the primary *plan*.

Our Right To Certain Information

In order to coordinate benefits, we need certain information. A member must supply us with as much of that information as he or she can. If he or she can't give us all the information we need, we have the right to get this information from any source. If another insurer needs information to apply its coordination provision, we have the right to give that insurer such information. If we give or get information under this section, we can't be held liable for such action except as required by law.

When payments that should have been made by this *plan* have been made by another *plan*, we have the right to repay that *plan*. If we do so, we're no longer liable for that amount. If we pay out more than we should have, we have the right to recover the excess payment.

CGP-3-MDGC0B

B850.0551

Subrogation

MDG receives any rights of recovery allowed by Texas law acquired by a member against any person or organization for negligence or any willful act resulting in illness or injury covered by MDG benefits, but only to the extent of the cost to MDG of providing such covered services. Upon receiving such services from MDG, the member is considered to have assigned such rights of recovery to MDG and to have agreed to give MDG any reasonable help required to secure the recovery.

MDG may recover its share of attorney's fees and court costs only if MDG aids in the collection of damages from a third party.

CGP-3-MDG-TX-SUBR-08

B850.1220

STATEMENT OF ERISA RIGHTS

As a participant, *you* are entitled to certain rights and protections under the *Employee Retirement Income Security Act of 1974 (ERISA)*. ERISA provides that all *plan* participants shall be entitled to:

- (a) Examine, without charge, all *plan* documents, including contracts, collective bargaining agreements and copies of all documents filed by the *plan* with the U.S. Department of Labor, such as detailed annual reports and *plan* descriptions. The documents may be examined at the *plan* Administrator's office and at other specified locations such as worksites and union halls.
- (b) Obtain copies of all *plan* documents and other *plan* information upon written request to the Plan Administrator, who may make a reasonable charge for the copies.
- (c) Receive a summary of the *plan's* annual financial report from the Plan Administrator (if such a report is required.)

In addition to creating rights for *plan* participants, ERISA imposes duties upon the people, called "fiduciaries," who are responsible for the operation of your benefit *plan*. They have a duty to operate the *plan* prudently and in the interest of *plan* participants and beneficiaries. Your *employer* may not fire you or otherwise discriminate against you in any way to prevent you from obtaining a welfare benefit or exercising your rights under ERISA. If your claim for a welfare benefit is denied in whole or in part, you must receive a written explanation of the reason for the denial. You have the right to have your claim reviewed and reconsidered.

Under ERISA, there are steps you can take to enforce the above rights. For instance, you may file suit in a federal court if you request materials from the *plan* and do not receive them within 30 days. The court may require the Plan Administrator to provide the materials and pay you up to \$110.00 a day until you receive them (unless the materials were not sent because of reasons beyond the Administrator's control.) If your claim for benefits is denied in whole or in part, or ignored, you may file suit in a state or federal court. If *plan* fiduciaries misuse the *plan's* money, or discriminate against you for asserting your rights, you may seek assistance from the U.S. Department of Labor, or file suit in a federal court. If you lose, the court may order you to pay: for example, if it finds your claim is frivolous. If you have any questions about your *plan*, you should contact the Plan Administrator. If you have any questions about this statement or about your rights under ERISA, you should contact the nearest Area Office of the U.S. Labor-Management Services Administration, Department of Labor.

We agree to duly investigate and endeavor to resolve any and all complaints received from members with regard to the nature of professional services rendered. Any inquiries or complaints shall be made to us by writing or calling us at the address and telephone indicated in this booklet.

CGP-3-MDGER

B850.0810

TECHNICAL DENTAL TERMS

- ABCESS** acute or chronic, localized inflammation, with a collection of pus, associated with tissue destruction and, frequently, swelling.
- ABUTMENT** a tooth used to support a prosthesis.
- ALVEOLAR** referring to the bone to which a tooth is attached.
- ALVEOLOPLASTY** surgical procedure for recontouring alveolar structures, usually in preparation for a prosthesis.
- AMALGAM** an alloy used in direct dental restorations.
- ANALGESIA** loss of pain sensations without loss of consciousness.
- ANESTHESIA** partial or total absence of sensation to stimuli.
- ANTERIOR** refers to the teeth and tissues located towards the front of the mouth - maxillary and mandibular incisors and canines.
- APEX** the tip or end of the root end of the tooth.
- APICOECTOMY** amputation of the apex of a tooth.
- BICUSPID** a premolar tooth; a tooth with two cusps.
- BILATERAL** occurring on, or pertaining to, both sides.
- BIOPSY** process of removing tissue for histologic evaluation.
- BITEWING RADIOGRAPH** interproximal view radiograph of the coronal portion of the tooth.
- BRIDGE** a fixed partial denture (fixed bridge) is a prosthetic replacement of one or more missing teeth cemented or attached to the abutment teeth.
- CANAL** space inside the root portion of a tooth containing pulp tissue
- CARIES** commonly used term for tooth decay.
- CAVITY** decay in tooth caused by caries; also referred to as carious lesion.
- CEPHALOMETRIC RADIOGRAPH** a radiographic head film utilized in the scientific study of the measurements of the head with relation to specific reference points.
- COMPOSITE** a tooth-colored dental restorative material
- CROWN** restoration covering or replacing the major part, or the whole of the clinical crown -(i.e., that portion of a tooth not covered by supporting tissues.)
- CROWN LENGTHENING** a surgical procedure exposing more tooth for restorative purposes by apically positioning the gingival margin and removing supporting bone.
- CYST** pathological cavity, containing fluid or soft matter.

Technical Dental Terms (Cont.)

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| DEBRIDEMENT | removal of subgingival and/or supragingival plaque and calculus which obstructs the ability to perform an evaluation. |
| DECAY | the lay term for carious lesions in a tooth; decomposition of tooth structure. |
| DENTURE | an artificial substitute for natural teeth and adjacent tissues. |
| DENTURE BASE | that part of a denture that makes contact with soft tissue and retains the artificial teeth. |
| DIAGNOSTIC CAST | plaster or stone model of teeth and adjoining tissues; also referred to as study model. |
| DISTAL | toward the back of the dental arch (or away from the midline). |
| ENDODONTIST | a dental specialist who limits his/her practice to treating disease and injuries of the pulp (root canal therapy) and associated periradicular conditions. |
| EVULSION | separation of the tooth from its socket due to trauma. |
| EXCISION | surgical removal of bone or tissue. |
| EXOSTOSIS | overgrowth of bone. |
| EXTRAORAL | outside the oral cavity. |
| FRENULECTOMY | excision of muscle fibers covered by a mucous membrane that attaches the cheek, lips and or tongue to associated dental mucosa. CGP-3-MDGTERMS B850.0554 |
| GINGIVA | soft tissues overlying the crowns of unerupted teeth and encircling the necks of those that have erupted, serving as the supporting structure for sub-adjacent tissues. |
| GINGIVAL CURETTAGE | the surgical procedure of scraping or cleaning the walls of a gingival pocket. |
| GINGIVECTOMY | the excision or removal of gingiva. |
| GINGIVOPLASTY | surgical procedure to reshape gingiva to create a normal, functional form. |
| HEMISECTION | surgical separation of a multirouted tooth so that one root and/or the overlying portion of the crown can be surgically removed. |
| HISTOPATHOLOGY | the study of composition and function of tissues under pathological conditions. |
| IMMEDIATE DENTURE | removable prosthesis constructed for placement immediately after removal of remaining natural teeth. |
| IMPACTED TOOTH | an unerupted or partially erupted tooth that is positioned against another tooth, bone, or soft tissue so that complete eruption is unlikely. |

Technical Dental Terms (Cont.)

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| IMPLANT | material inserted or grafted into tissue; dental implant - device specially designed to be placed surgically within or on the mandibular or maxillary bone as a means of providing for dental replacement |
| INCISAL ANGLE | one of the angles formed by the junction of the incisal and the mesial or distal surfaces of an anterior tooth. |
| INLAY | an intracoronal restoration; a dental restoration made outside of the oral cavity to correspond to the form of the prepared cavity, which is then cemented into the tooth. |
| INTERCEPTIVE ORTHODONTIC TREATMENT | an extension of preventive orthodontics that may include localized tooth movement in otherwise normal dentition. |
| INTERIM PARTIAL DENTURE | a provisional removable prosthesis designed for use over a limited period of time, after which it is to be replaced by a more definitive restoration. |
| INTRAORAL | inside the mouth. |
| LABIAL | pertaining to or around the lip. |
| LIMITED ORTHODONTIC TREATMENT | <i>orthodontic treatment</i> with a limited objective, not involving the entire dentition |
| LINGUAL | pertaining to or around the tongue. |
| MESIAL | toward the midline of the dental arch. |
| METALS, CLASSIFICATION OF | The noble metal classification system is defined on the basis of the percentage of noble metal content: high noble - Gold(Au), Palladium(Pd), and/or Platinum(Pt) greater than 60% (with at least 40% Au); noble - Gold(Au), Palladium(Pd), and/or Platinum(Pt) greater than 25%; and predominantly base - Gold(Au), Palladium(Pd), and/or Platinum(Pt) less than 25%. |
| MOLAR | teeth posterior to the premolars (bicuspid) on either side of the jaw; grinding teeth, having large crowns and broad chewing surfaces. |
| OCCLUSAL ADJUSTMENT, LIMITED | reshaping of the occlusal surfaces of teeth to create harmonious contact relationships between the upper and lower teeth; typically on a "per visit" basis. |
| OCCLUSAL RADIOGRAPH | an intraoral radiograph made with the film being held between the occluded teeth. |
| OCCLUSION | any contact between biting or chewing surfaces of maxillary (upper) and mandibular (lower) teeth. |
| ONLAY | a restoration made outside the oral cavity that replaces a cusp or cusps of the tooth, which is then cemented to the tooth. |

Technical Dental Terms (Cont.)

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| ORAL SURGEON | a dental specialist whose practice is limited to the diagnosis, surgical and adjunctive treatment of diseases of the oral regions. |
| ORTHODONTIST | a dental specialist whose practice is limited to the treatment of malocclusion of the teeth |
| ORTHOGNATHIC | functional relationship of maxilla and mandible. |
| OVERDENTURE | <i>prosthetic device</i> that is supported by retained teeth roots. |
| PALLIATIVE | action that relieves pain but is not curative. |
| PANORAMIC RADIOGRAPH | an extraoral radiograph on which the maxilla and mandible are depicted on a single film. |
| PARTIAL DENTURE, REMOVABLE | a prosthetic replacement of one or more missing teeth on a framework that can be removed by the patient. |
| PEDIATRIC DENTIST | a dental specialist whose practice is limited to treatment of children |
| PERIAPICAL | the area surrounding the end of the tooth root. |
| PERIODONTAL | pertaining to the supporting and surrounding tissues of the teeth. |
| PERIODONTAL DISEASE | inflammatory process of the gingival tissues and/or periodontal membrane of the teeth, resulting in an abnormally deep gingival sulcus, possibly producing periodontal pockets and loss of supporting alveolar bone. CGP-3-MDGTERMS B850.0555 |
| PERIODONTIST | a dental specialist whose practice is limited to the treatment of periodontal diseases. |
| PERIRADICULAR | surrounding a portion of the root of the tooth. |
| PONTIC | the term used for the artificial tooth on a fixed bridge. |
| POST | an elongated metallic projection fitted and cemented within the prepared root canal, serving to strengthen and retain restorative material and/or a crown restoration. |
| POSTERIOR | refers to teeth and tissues towards the back of the mouth (distal to the canines) - maxillary and mandibular premolars and molars. |
| PRECISION ATTACHMENT | interlocking device, one component of which is fixed to an abutment or abutments and the other is integrated into a fixed or removable prosthesis in order to stabilize and/or retain it. |
| PREMOLAR | see bicuspid. |
| PRIMARY DENTITION | the first set of teeth. |

Technical Dental Terms (Cont.)

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| PROPHYLAXIS | scaling and polishing procedure performed to remove coronal plaque, calculus and stains. |
| PROSTHESIS, DENTAL | any device or <i>appliance</i> replacing one or more missing teeth and/or, if required, certain associated structures. |
| PROSTHODONTIST | a dental specialist whose practice is limited to the restoration of the natural teeth and/or the replacement of missing teeth with artificial substitutes. |
| PULP | the blood vessels and nerve tissue that occupies the pulp chamber of a tooth. |
| PULP CAP | procedure in which the exposed or nearly exposed pulp is covered with a protective dressing or cement to maintain pulp vitality and/or protect the pulp from additional <i>injury</i> . |
| PULP CHAMBER | the space within a tooth which contains the pulp. |
| PULPOTOMY | surgical removal of a portion of the pulp with the aim of maintaining the vitality of the remaining portion by means of an adequate dressing. |
| QUADRANT | one of the four equal sections into which the dental arches can be divided; begins at the midline of the arch and extends distally to the last tooth. |
| RADIOGRAPH | x-ray. |
| REBASE | process of refitting a denture by replacing the base material. |
| REIMPLANTATION, TOOTH | the return of a tooth to its alveolus. |
| RELINE | process of resurfacing the tissue side of a denture with new base material. |
| RETENTION | the phase of orthodontics used to stabilize teeth following comprehensive <i>orthodontic treatment</i> . |
| RETROGRADE FILLING | a method of sealing the root canal by preparing and filling it from the root apex. |
| ROOT | the anatomic portion of the tooth that is located in the alveolus (socket) where it is attached by the periodontal apparatus. |
| ROOT CANAL | the portion of the pulp cavity inside the root of a tooth; the chamber within the root of the tooth that contains the pulp. |
| ROOT CANAL THERAPY | the treatment of disease and injuries of the pulp and associated periradicular conditions. |
| ROOT PLANING | a procedure designed to remove microbial flora, bacterial toxins, calculus, and diseased tooth structure on the root surfaces and in the pocket. |
| SCALING | removal of plaque, calculus, and stain from teeth. |

Technical Dental Terms (Cont.)

- SPLINT** a device used to support, protect, or immobilize oral structures that have been loosened, replanted, fractured or traumatized.
- STRESS BREAKER** that part of a tooth-borne and/or tissue-borne prosthesis designed to relieve the abutment teeth and their supporting tissues from harmful stresses.
- STUDY MODEL** plaster or stone model of teeth and adjoining tissues; also referred to as diagnostic cast.
- TEMPOROMANDIBULAR JOINT (TMJ)** the connecting hinge mechanism between the mandible (lower jaw) and base of the skull (temporal bone).
- TISSUE CONDITIONING** material intended to be placed in contact with tissues, for a limited period, with the aim of assisting their return to healthy condition.
- UNERUPTED** tooth/teeth that have not penetrated into the oral cavity.
- UNILATERAL** one-sided; pertaining to or affecting but one side.
- VENEER** in the construction of crowns or pontics, a layer of tooth-colored material, usually, but not limited to, composite, porcelain, ceramic or acrylic resin, attached to the surface by direct fusion, cementation, or mechanical retention; also refers to a restoration that is cemented to the tooth.

CGP-3-MDGTERMS

B850.0556

CERTIFICATE AMENDMENT

Certain provisions of the Dental Benefits Plan section of your Certificate of Coverage are amended as follows:

1. **The Covered Dental Services and Patient Charges Section**, the 3rd paragraph is hereby deleted and the following paragraph is added:

The patient charges listed in the Covered Dental Services and Patient Charges Section are only for covered services that are: (1) started and completed under this plan, and (2) rendered by participating dentists in the State of Texas.

2. **The Additional Conditions on Covered Services Section is amended by adding the following:**

Treatment in Progress: A member may choose to have a participating dentist complete an inlay, onlay, crown, fixed bridge, root canal, denture or orthodontic treatment procedure which: (1) is listed in the Covered Dental Services and Patient Charges Section; and (2) was started but not completed prior to the member's eligibility to receive benefits under this plan. The member is responsible to identify, and transfer to, a participating dentist willing to complete the procedure at the patient charge described in this amendment.

Inlays, onlays, crowns, fixed bridges, or dentures which: (1) are listed in the Covered Dental Services and Patient Charges Section; and (2) were started but not completed prior to the member's eligibility to receive benefits under this plan have a patient charge equal to 85% of the participating general dentist's usual fee (there is no additional patient charge for high noble metal or dental lab service). Inlays, onlays, crowns or fixed bridges are: (a) started when the tooth or teeth are prepared; and (b) completed when the final restoration is permanently cemented. Dentures are (1) started when the impressions are taken; and (2) completed when the denture is delivered to the patient.

Root canal treatment procedures which: (1) are listed in the Covered Dental Services and Patient Charges Section; and (2) were started but not completed prior to the member's eligibility to receive benefits under this plan have a patient charge equal to 85% of the participating general dentist's or participating endodontic specialty care dentist's usual fee. Root canal treatment is: (a) started when the pulp chamber is opened; and (b) completed when the permanent root canal filling material is placed.

Please refer to the Covered Dental Services and Patient Charges Section to determine if your plan covers orthodontic treatment. If it does, then this paragraph applies to your plan. Orthodontic treatment procedures which: (1) are listed in the Covered Dental Services and Patient Charges Section; and (2) were started but not completed prior to the member's eligibility to receive benefits under this plan have a patient charge equal to 85% of the participating orthodontic specialty care dentist's usual fee. Retention services are covered at the patient charge shown in the Covered Dental Services and Patient Charges Section only following a course of comprehensive orthodontic treatment started and completed under this plan. When comprehensive orthodontic treatment is started prior to the member's eligibility to receive benefits under this plan, the patient charge for orthodontic retention is equal to 85% of the participating orthodontic specialty care dentist's usual fee. Comprehensive orthodontic treatment is started when the teeth are banded.

3. The **Exclusions Section** is amended by deleting the following exclusions:

We won't pay for:

- inlays, onlays, crowns or fixed bridges started (as defined above) by a non-participating dentist. This will not apply to covered emergency dental services.
- root canal treatment started (as defined above) by a non- participating dentist. This does not apply to covered emergency dental services.

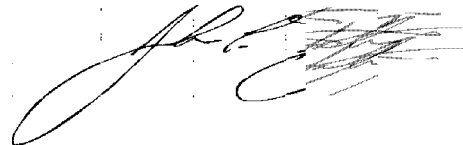
4. The **Exclusions Section** is amended by adding the following exclusion:

- We won't pay for inlays, onlays, crowns, fixed bridges or root canal treatment started (as defined) by a non-participating dentist while the member is covered under this plan. This does not apply to covered emergency dental services.

5. The **Complaint and Appeal Procedures** Section is amended as follows:

The second paragraph under **Re-Evaluation** is amended by deleting the following sentence: "But, more time will be permitted as necessary for extraordinary circumstances."

Except as stated in this amendment, nothing contained in this amendment changes or affects any other terms of this Certificate of Coverage.



John Foley
**Vice President, Group Dental
Managed DentalGuard, Inc.**

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