

*Consumer's
Right to Know
About Health Plans
in Rhode Island*



January 15, 2010

Consumer Disclosure

Safe and Healthy Lives in Safe and Healthy Communities

Consumer Disclosure

CONSUMER'S RIGHT TO KNOW ABOUT HEALTH PLANS

THE HEALTH CARE ACCESSIBILITY AND QUALITY ASSURANCE ACT

WHY ARE YOU GETTING THIS INFORMATION?

- Knowing how Health Plans work helps you to be a better consumer.
- Meets State Law requiring Health Plans to disclose information.
- Provides information about your specific Health Plan.
- Informs you that a comprehensive list of all participating providers is available to you on the Health Plan Web Site (Hard copies available on request.)

Another document, the *Consumer's Guide to Health Plans in Rhode Island*, gives general information about health plans, including standard definitions of common terms, and is available upon request from Health Plan representatives. This document can also be found on the RI Department of Health Web Site, www.healthri.gov.

This Consumer Disclosure has been reviewed and approved by the Rhode Island Department of Health in accordance with R23-17.13 (Rules and Regulations for Certifying Health Plans). Requests for more information about Health Plan certification or consumer rights may be addressed to:

Rhode Island Department of Health, Division of Health Services Regulation, 3 Capitol Hill, Providence, RI 02908-5097, Phone: 401 222-6015.

Q Who can I contact at the Health Plan for information? Representatives of this Health Plan are available to help you get the information you need. You can contact a Health Plan representative at:

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Customer Service is available Monday-Thursday from 8 a.m. to 7 p.m., and Friday, from 8 a.m. to 5 p.m., ET. Our toll-free number is **1-800-843-3582** or **401-752-6100** (local). Fax us at 401-752-6070. Write us at: **Delta Dental of Rhode Island, PO Box 1517, Providence, RI 02901-1517**. Or, email us at: customerservice@deltadentalri.com. For your specific benefit information, visit the members section at **www.deltadentalri.com**. Para contractor a un representate que hable Espanol, llame a: Nobreme del Representante del Plan **1-800-843-3582**

Q How does the Health Plan review and approve covered services? A Health Plan may review covered services that are recommended by providers to decide if the services are medically necessary. If the plan decides the service is not medically necessary, it will not pay. You and your provider can appeal the Health Plan's decision. For more information about appeals see the Consumer's Guide to Health Plans in Rhode Island.

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If you have coverage for crowns, periodontics, prosthodontics or orthodontics, pre-treatment estimates/prior authorizations are recommended. We also recommend pre-treatment estimates/prior authorizations whenever your treatment is expected to cost \$300 or more.

Q What if I have an emergency? An emergency is a problem that needs to be addressed by a provider "right-away" to prevent permanent damage or death. Here's what this Health Plan wants you to do when you have an emergency health care problem, at home or out of state.

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Delta Dental only covers procedures when performed in a dentist's office by a licensed dentist, not a hospital emergency room or surgi-center. If the condition or illness is life-threatening you should go to the nearest hospital emergency room and contact your medical carrier.

Q What if I refuse a referral to a participating provider? (a doctor, nurse, or other health professional in your Health Plan's network) (not applicable to single service Health Plans) When a specific covered service is recommended, Health Plans may send you to certain participating providers. If you refuse the referral and get the service from another provider, the Health Plan must tell you what effect it will have on payment.

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This question is not applicable to Delta Dental of Rhode Island as a single service (dental) Health Plan.

Q Does the Health Plan require that I get a second opinion for any services? What if I want a second opinion? In some cases the Health Plan may require a second opinion before it will pay for a covered service. Or you may just want a second opinion on a plan for diagnosis or treatment.

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Second opinions are not required and are not a covered benefit under your dental coverage plan.

Q How does the Health Plan make sure that my personal health information is protected and kept confidential? In general, personal health information must be kept confidential (private) by a Health Plan, its employees and agencies it contracts with. Here's how the Health Plan makes sure that personal health information is protected.

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As a condition of employment, all Delta Dental of Rhode Island employees agree that all confidential information disclosed to, or acquired or developed by an employee, shall be retained by the employee in complete confidence and secrecy, and that an employee shall not disclose any confidential information, either directly or indirectly, to anyone without first receiving the proper authorization. No employee shall use confidential information, either directly or indirectly, for his or her own benefit or the benefit of any other party other than Delta Dental either during the term of employment or at any time thereafter.

Q How am I protected from discrimination? You have the right to be treated fairly and equally. Health Plans may not discriminate against you due to age, sex, religion, race or ethnic origin, disability, occupational status or any other characteristics protected by law.

A

In its administration of its dental benefits programs to members, Delta Dental of Rhode Island will not unlawfully discriminate on the basis of race or ethnic origin, sex, religion, age, disability or occupational status.

Q If I refuse treatment, will it affect my future treatment? If you refuse to be treated for any condition, your Health Plan must tell you what effect your decision will have on future coverage.

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As long as you are being treated for a contractually covered benefit, Delta Dental will cover you for any treatment or procedure, regardless of whether you previously refused treatment for any condition.

Q How does the health plan pay providers? Your Health Plan must tell you about the kinds of financial arrangements it has with providers.

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This health plan is not capitated and it does not contain other risk sharing arrangements.

Q How is my health insurance coverage renewed or canceled?

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Your Delta Dental coverage is renewed annually on the calendar year anniversary of your company's coverage. Check with your Human Resources Department to determine when your company's dental coverage renews or if your covered services have changed during the year. Your dental coverage may only be canceled if your employer fails to pay premiums, you leave employment or otherwise terminate your coverage.

Q **If I am covered by two or more Health Plans, what should I do?** If you or a family member are covered by two or more Health Plans, you may have to give information on your coverage to each Health Plan. This helps the Health Plans to arrange payments between the plans when you or a family member receive a service. Here's what this plan will ask you to tell them.

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You need to provide the following: the name of the health or dental plan coverage; the name of the insurance company or HMO providing the coverage; the name of the policyholder through which you have other coverage; your policy/identification number and the name of the employer providing the coverage.

Health Benefits Required Under Rhode Island Law as of September 2000:

Health Maintenance Organizations (HMOs) and health insurers in Rhode Island are required by State law to provide enrollees with coverage for certain kinds of health care services. These laws do not apply to Medicare, Medicaid, ERISA self-funded plans or supplemental (e.g. Medigap) or single disease (e.g. Cancer coverage) health insurance policies (check with your workplace benefits administrator. These mandated benefits (see summary list in Consumer's Guide to Health Plans in RI) often apply only under certain circumstances, may be limited to participating providers, and are not always covered in full--other conditions and restrictions not mentioned here may apply. For more information about specific mandated benefits, contact your Health Plan representative or the Rhode Island Department of Business Regulation at 401 222-2223.

Covered Services at a Glance:

The information on the following pages shows you what services are covered under this Health Plan. This is only a summary. You may find complete information in the Official Plan Documents or contact the Health Plan Representative listed on the first page.

Single Service Health Plans (example: dental care, vision care) must provide you with standardized and easy-to-understand information about covered services -- including out-of-pocket costs, service limitations and other things you need to know. Single Service Health Plans can do this through general information materials or by using a special insert summary called "Covered Services at a Glance." For more complete information, read the Official Plan Documents or contact a Health Plan Representative. Using this information, you can compare:

- Health Plans
- Out-of-pocket costs
- Limits on services