

**Bulletin:** StarDent Hurricane Ike: Temporary Network Access Policy Modification

**Subject:** Dental Services for Medicare Advantage and Medicaid  
(Including STAR Health)

**Effective:** September 8, 2008 until further notice

**Dated:** September 15, 2008

**Approved by:** Rick Barrett, COO First Continental Life (FCL); MNM-1997, Inc. dba. StarDent

In response to the official determination by the Public Health Service that an emergency exists for individuals affected by Hurricane Ike, StarDent/FCL will temporarily modify and/or waive some policy requirements that may impact member's access to dental services. Members should continue to contact established StarDent/FCL Customer Service toll-free telephone numbers to receive assistance and benefit verification.

The temporary policy/waiver will apply for the duration of the TDI Hurricane Ike disaster proclamation for StarDent/FCL Medicare Advantage and Medicaid members in Louisiana and counties in Texas which include but may not be limited to: Angelina, Austin, Brazoria, Brazos, Chambers, Cherokee, Fort Bend, Galveston, Gregg, Grimes, Hardin, Harris, Houston, Jasper, Jefferson, Liberty, Madison, Matagorda, Montgomery, Nacogdoches, Newton, Orange, Polk, Rusk, Sabine, San Augustine, San Jacinto, Trinity, Tyler, Walker, Waller, Washington, and Wharton.

StarDent/FCL will monitor Hurricane Ike disaster access issues and evaluate any emergency management orders from state and federal officials. StarDent/FCL will re-assess the need for any additional action at such time.

In order to eliminate barriers to dental benefits and value-added dental services for covered dental StarDent/FCL Medicare Advantage and Medicaid enrollees who are impacted by Hurricane Ike, the following temporary policy waivers or modifications have been established:

1. StarDent/FCL Medicare Advantage and Medicaid members may obtain covered dental services from any dentist who accepts Medicare or Medicaid without obtaining authorization from the plan, including providers who are outside of the network.
2. StarDent/FCL Medicare Advantage and Medicaid members may obtain covered dental services from any provider necessary, including specialist, without a referral.
3. StarDent/FCL will pay all claims as in-network, regardless if the dental provider is an in network/participating provider for the plan.
4. Out-of-network/non-participating providers who have questions regarding services rendered to Medicare Advantage and Medicaid Members should contact StarDent/FCL for instructions on submitting claims; providers are prohibited from attempting to bill or

collect payment from members for the services rendered as members are not responsible for such payments.