

June 2021

TO: All Active Participants
Hawaii Teamsters Health and Welfare Trust (“the Plan”)

FROM: Board of Trustees

**SUBJECT: TERMINATION OF DENTAL CARE CENTERS OF HAWAII (DCCH)
EFFECTIVE JULY 1, 2021**

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On May 20, 2021, the Plan was notified that DCCH dental offices will be terminating their dental plan effective July 1, 2021.

Effective July 1, 2021, you will automatically be switched from DCCH (HMO Dental Plan) to Hawaii Dental Service (HDS). Enclosed is a Summary of Dental Benefits with HDS along with information in finding a Participating Dentist. You will be sent HDS membership cards in the coming weeks.

DCCH will continue to work with patients to ensure ongoing treatment is completed by June 30, 2021. However, if you have continued treatment needs on or after July 1, 2021; you may continue to receive service from DCCH dentists who are also HDS participating dental providers.

Should you have any questions on the above changes or need assistance with your coverage, please contact the Trust Office at 842-0392, or for neighbor islands, call toll free at (866) 772-8989.

Welcome Aboard!

Create your account today and let's get started on working towards a healthier smile!



ACCESS YOUR HDS ONLINE ACCOUNT TO:



Check Claims

View your claims, services used, benefits and eligibility for yourself and your dependents under 18 years of age.



Find A Dentist

Find a participating dentist in your area or anywhere across Hawaii, Guam, Saipan, or the U.S. mainland and Puerto Rico.

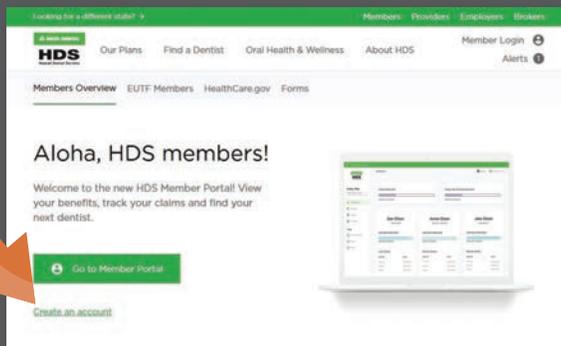


Access Your ID Card

Download and print your HDS membership ID card from your HDS Online account or request to have it mailed to you.

CREATE AN ACCOUNT

Visit HawaiiDentalService.com/members



Click "Create An Account" and follow prompts.

An email will be sent to you with a link. Click on the link to activate your new HDS Online account!

FIND A PARTICIPATING DENTIST

Visit HawaiiDentalService.com



Click "Find A Dentist" in the main menu.

Select the area in which you'd like to search for an HDS participating dentist and follow the prompts.

Summary of Dental Benefits
Hawaii Teamsters HWT - Group No. 869
Effective: 09/01/2020

This summary is a brief description of a Hawaii Dental Service (HDS) member's dental benefits. Some limitations, restrictions, and exclusions may apply. Plan benefits are governed by the provisions detailed in the group's and/or subscriber's agreement with HDS, HDS's Procedure Code Guidelines and Delta Dental National Policies when applicable. Certain provisions may vary across group agreements such as waiting periods, frequency and age limitations, etc. and may not be included in this summary. For additional information, please contact HDS Customer Service. As an HDS member, you may visit any licensed dentist, but your out-of-pocket costs may be lower when visiting an HDS participating dentist. All dental claims must be filed within 12 months of the date of service to be eligible for HDS claims payment.

PLAN MAXIMUM The most HDS will pay for each person for all covered dental services performed during the plan year.

Plan Maximum	\$1700
HDS PLAN PAYS	
DIAGNOSTIC	
Examinations	100% 1x/yr
Bitewing X-rays	100% 2x/yr through age 14 1x/yr equal or over age 15
Other X-rays	100% Full mouth X-rays 1x/5 yrs
PREVENTIVE	
Cleanings	100% 2x/yr
Fluoride	100% 2x/yr Through age 17
Space Maintainers	80% Through age 17
Sealants One treatment per tooth per lifetime to permanent molar teeth when there are no prior fillings on biting surfaces.	80% Through age 18
MEDICAL RISK FACTORS	
Gum Maintenance will be covered at the Gum/Bone Surgeries and Maintenance benefit level. If the member has multiple conditions, they will only be eligible for the benefit with the most cleaning(s) and/or gum maintenance treatments of a single condition.	
Diabetes • Cleanings/Gum Maintenance	Additional 2x/yr
Pregnancy (Expectant Mothers) • Cleanings/Gum Maintenance	Additional 1x/yr
Medical Risk for Cavities • Fluoride Treatments	Additional 1x/yr
BASIC CARE	
Fillings Once every two years per tooth per surface.	80% White-colored fillings limited to front teeth.
Root Canals	80%

Gum/Bone Surgeries & Maintenance (non-medical risk factors) Once every three years per quad.	80%
Oral Surgeries	80%
MAJOR CARE	
Crowns	80% 1x/5yrs per tooth White crowns limited to front teeth and bicuspid.
Fixed Bridges & Dentures	80% 1x/5yrs per tooth
Implants	80% Implant coverage is paid as an alternate benefit in lieu of a 3-unit bridge.
OTHER SERVICES	
Adjunctive General Services	80%
Emergency Treatment of Dental Pain (Palliative Treatment) Once per visit per dental office for relief of pain but not to cure	80%

Access to HDS Information 24/7

Visit HDS Online at HawaiiDentalService.com to:

ACCESS YOUR ACCOUNT

- Visit HawaiiDentalService.com
- Click “Member Login”
- Click “Create an account”
- Complete the “Account Registration” form
- Select “Yes” to be notified via e-mail when a claim is processed and “Yes” to “Request electronic Explanation of Benefits”
- Click “Register”

CHECK

- Whether you and/or your dependents are eligible for HDS benefits
- What dental services are covered by your plan
- What the limits are of each type of covered service and how much you have used

SEARCH

- For an HDS participating dentist in Hawaii, Guam or Saipan by specialty, location, handicap accessibility, weekend hours, and more
- For a Delta Dental Premier participating dentist on the Mainland or Puerto Rico by specialty, location, weekend hours and more

VIEW

- Your Explanation of Benefits (EOB) statements
- A list of frequently asked questions
- HDS contact information

DOWNLOAD & PRINT

- A summary of your benefits for tax purposes
- Blank claim forms
- Your HDS membership card
- Your EOB statements
- HDS Notice of Privacy Practices

REQUEST

- To receive emails when your claims are processed
- To receive EOB statements via email
- An HDS membership card to be mailed to you

How to Contact HDS

Customer Service Representatives

From Oahu: 529-9248

Toll-free: 1-844-379-4325

Customer Service Call Center Hours:

Monday – Friday: 7:30 AM – 4:30 PM HST
Excluding State observed holidays and the day after Thanksgiving

Walk-in Office Hours:

Monday – Friday: 8:00 AM – 4:30 PM HST

Send Written Correspondence to:

Hawaii Dental Service
Attn: Customer Service
900 Fort Street Mall, Suite 1900
Honolulu, HI 96813-3705

E-mail: CS@HawaiiDentalService.com

FAX:

From Oahu: 529-9366
Toll-free fax: 1-866-590-7988