

# Enrollee Newsletter

Fall/Winter 2021



## October 30: COVID Awareness Event

*At the end of October, Western Dental and the NFL Alumni Association teamed up with Walgreens to provide free COVID-19 vaccinations to anyone 12 years and older at a family-friendly, Halloween-themed “COVID Awareness Event.”*

*NFL Alumni were on site signing autographs and taking photos with attendees, many of whom were dressed in Halloween costumes. Additionally, attendees were awarded free gift cards and other raffle prizes, including a signed NFL football, a tablet and a FitBit.*

*“Western Dental has been an ideal partner in supporting the southern California community,” said James Washington, President of the Southern California Chapter of the NFL Alumni Association. “We’re glad to be able to sponsor the vaccination event, which is so important to the health and well-being of families and children.”*



*Western Dental's own Edwin Rivera and Jeff Miller get their COVID-19 boosters at the COVID Awareness Event.*

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## Welcome to our newly contracted providers

The Western Dental Plan has added an additional 126 General and Specialty Facilities throughout California. Contact our Member Services team to determine if there are additional offices near you.

**1-800-992-3366 WD Plan Member services**

**Need help locating a contracted Primary Care Provider (“PCD”)? Search our provider directory online at [www.western dentalbenefits.com](http://www.western dentalbenefits.com)**



## Language Assistance

### Available

Many Western Dental enrollees speak a language other than English or may prefer to speak another language when discussing their dental health or dental plan benefit matters. Currently Western Dental offers free language assistance to our members. To arrange for this free service, you or your dentist may call the Member Services department directly at **1-800-992-3366** to arrange for an interpreter to join the call. Please allow some time for connection to this service.

Face-to-face interpreters in languages other than English (including Sign Language) may be available in some circumstances. Vital Documents such as plan brochures, provider directories, important forms and letters about Western Dental services language rights and certain outreach materials are currently produced in Spanish. For more information about Language Assistance contact **1-800-992-3366**



## Inquiries and Complaints

Enrollees (members) are encouraged to contact Western Dental at 1-800-992-3366 regarding any concerns that they may have while obtaining services. Western Dental maintains a grievance process to address these concerns. Enrollee complaints or grievances can be made over the phone in person, at any Western Dental Provider Office, by obtaining a Western Dental Member Incident Form and submitting it to Western Dental, or by submitting the complaint using the Western Dental website at [www.westerndental.com](http://www.westerndental.com). Western Dental will send notification that the complaint has been received within five calendar days of receiving the complaint, and Western Dental will send a written response to the concerns within 30 days of receipt of the complaint.

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your Health Plan, you should first telephone your Health Plan at 1-800-992-3366 and use your Health Plan's grievance process before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency,

a grievance that has not been satisfactorily resolved by your Health Plan, or a grievance that has remained unresolved for more than 30 days, you may call the Department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a Health Plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The Department also has a toll-free telephone number

**(1-888-HMO-2219)**

and a TDD line

**(1-877-688-9891)**

For the hearing and speech impaired.

The Department's Internet Web site at:

**<http://www.hmohelp.ca.gov>**

has complaint forms, IMR application forms, and instructions online.

## Public Policy

The Plan welcomes member participation on its Public Policy Committee which meets quarterly at the Plan's corporate office in Orange California. In order to be considered for membership please write or call the Plan's Member Services department at 1-800-992-3366.

## Disclosure of Review Processes

Upon request, WDS' Member Service Department will send you a copy of the guidelines and criteria that are used to determine if a service is covered or not when a dentist or WDS provider sends requests to WDS for benefits and/or claims for payment to an enrollee, a dentist or a member of the general public. You may ask for this information by writing to Western Dental Services, Inc., P.O. Box 14227, Orange, CA 92863, or by calling WDS Member Services at 1-800-992-3366.