

**TOTAL DENTAL ADMINISTRATORS
HEALTH PLAN, INC.**

**GROUP DENTAL PLAN
Plan TDA—A500AZ**



State of Arizona

Underwritten and Managed by Total Dental Administrators Health Plan, Inc. (TDAHP)

Please Retain This Booklet for Your Records

Total Dental Administrators Health Plan, Inc. (TDAHP) is a comprehensive Prepaid Dental Plan, which has contracted with established private practicing dentists to provide you convenient, affordable and quality dental care.

DENTAL PLAN INFORMATION

This Employee Plan Summary explains the Benefits, Limitations, Exclusions, provisions and conditions of your Coverage through the Group Agreement your organization has with TDAHP. Please read this document with care so that you will have a full understanding of the Plan and what it could mean to you and your family. This document is void and of no effect if you are not entitled to or have ceased to be entitled to the dental coverage.

INDEX

Section I: Eligibility	Section VIII: Emergency Care	Section XIV: Dental Records
Section II: Schedule of Benefits	Section IX: Appointments	Section XV: Customer Service
Section III: Co-Payments	Section X: Identification Cards	Inquiries
Section IV: Specialty Care	Section XI: Workers Comp.	Section XVI: Grievance/Appeal
Section V: Extended Care	Section XII: Continuation of Coverage	Section XVII: Formal Grievance/Appeal
Section VI: Effective Date	Section XIII: Termination	Section XVIII: Exclusions

SECTION I: ELIGIBILITY

You may obtain eligibility information online at www.benefitoptions.az.gov

SECTION II: TDA PLAN A500AZ SCHEDULE OF BENEFITS and COPAYMENTS

ADA Code	Procedure Description	Co-Payment	ADA Code	Procedure Description	Co-Payment
DIAGNOSTIC			RESTORATIVE		
D0120	Periodic Oral Exam (twice in 12 mo period)*	N/C	D2140	Amalgam – 1 surface, primary	\$ 10
D0120	Periodic Oral Exam (Additional)	\$ 15	D2150	Amalgam – 2 surfaces, primary	\$ 20
D0140	Problem Focused Oral Exam (during office hours)	\$ 15	D2160	Amalgam – 3 surfaces, primary	\$ 26
D0150	Comprehensive Oral Eval (twice in 12 mo period)*	N/C	D2161	Amalgam – 4 or more surfaces, primary	\$ 30
D0150	Comprehensive Oral Evaluation (additional)	\$ 20	D2140	Amalgam – 1 surface, permanent	\$ 12
D0170	Re-evaluation, limited, problem focused (est. patient)	N/C	D2150	Amalgam – 2 surfaces, permanent	\$ 24
D0210	Intraoral x-rays, complete series incl bitewing x-rays (D0210 or D0330 are covered once in a 3 yr. period)	N/C	D2160	Amalgam – 3 surfaces, permanent	\$ 29
D0210	Intraoral x-rays, complete series (additional)	\$ 55	D2161	Amalgam – 4 or more surfaces, permanent	\$ 37
D0220	Intraoral x-ray – Periapical first film	N/C	D2330	Resin – 1 surface, anterior	\$ 26
D0230	Intraoral x-ray – Periapical – each additional film	N/C	D2331	Resin – 2 surfaces, anterior	\$ 38
D0270	Bitewing – Single film	N/C	D2332	Resin – 3 surfaces, anterior	\$ 52
D0272	Bitewings – Two films (twice in 12 mo period)	N/C	D2335	Resin – 4 or more surfaces, anterior	\$ 70
D0272	Bitewings – Two films (additional)	\$ 10	D2391	Resin – 1 surface, posterior	\$ 40
D0274	Bitewings – Four films (twice in 12 mo period)	N/C	D2392	Resin – 2 surfaces, posterior	\$ 60
D0274	Bitewings – Four films (additional)	\$ 20	D2393	Resin – 3 surfaces, posterior	\$ 70
D0277	Vertical bitewings, 7-8 films (twice in 12 mo period)	N/C	D2394	Resin – 4 or more surfaces, posterior	\$ 76
D0277	Vertical bitewings, 7-8 films (additional)	\$ 22	D2510	Inlay metallic – 1 surface	\$250
D0330	Panoramic film – including bitewing x-rays (D0330 or D0210 once in a 3 yr. period)	N/C	D2520	Inlay metallic – 2 surfaces	\$279
D0330	Panoramic film (additional)	\$ 45	D2530	Inlay metallic – 3 surfaces	\$327
D0431	Adjunctive Pre-diagnostic Test that aids in the detection of mucosal abnormalities	\$ 31	D2542	Onlay metallic – 2 surfaces	\$320
D0460	Pulp Vitality Tests	\$ 23	D2543	Onlay metallic – 3 surfaces	\$340
D0470	Diagnostic Casts	N/C	D2544	Onlay metallic – 4 or more surfaces	\$340
D9310	Consultation	N/C	D2710	Crown – Resin – indirect	\$148
D9430	Office Visit	N/C	D2720	Crown – Resin with High Noble Metal	\$183 +
PREVENTIVE			D2721	Crown – Resin – Predominantly Base Metal	\$183 +
D1110	Prophylaxis – Adult (twice in 12 mo period)*	N/C	D2722	Crown – Resin with Noble Metal	\$183 +
D1110	Prophylaxis – Adult (additional)	\$ 40	D2740	Crown – Porcelain/Ceramic Substrate	\$270 +
D1120	Prophylaxis-Child (twice in 12 mo period)*	N/C	D2750	Crown – Porcelain – High Noble Metal	\$270 +
D1120	Prophylaxis – Child (additional)	\$ 25	D2751	Crown – Porcelain – Predom Base Metal	\$270 +
D1203	Fluoride treatment (limit 1 per year to age 15)**	N/C	D2752	Crown – Porcelain – Fused – Noble Metal	\$270 +
D1203	Fluoride treatment (additional to age 15)	\$ 10	D2780	Crown – ¾ Cast – High Noble Metal	\$270 +
D1204	Fluoride treatment – adult	\$ 17	D2781	Crown – ¾ Cast – Predom Base Metal	\$270 +
D1310	Nutrition Counseling – Control/Den Disease	N/C	D2782	Crown – ¾ Cast – Noble Metal	\$270 +
D1330	Preventive Dental Education, home care	N/C	D2783	Crown – ¾ Cast – Porcelain/Ceramic	\$270 +
D1351	Sealant permanent molar, to age 17 – per tooth	\$ 10	D2790	Crown – Full Cast – High Noble Metal	\$270 +
D1510	Space Maintainer – Fixed – Unilateral	\$150	D2791	Crown – Full Cast – Predom Base Metal	\$270 +
D1515	Space Maintainer – Fixed – Bilateral	\$160	D2792	Crown – Full Cast – Noble Metal	\$270 +
D1520	Space Maintainer – Removable – Unilateral	\$150	D2910	Re-cement inlay	\$ 18
D1525	Space Maintainer – Removable – Bilateral	\$200	D2920	Re-cement crown	\$ 18
D1550	Re-cement Space Maintainer	\$ 10	D2930	Crown – Prefabricated Stainless Steel, primary tooth	\$ 75
			D2932	Crown – Prefabricated Resin	\$ 85
			D2940	Sedative Filling	\$ 30
			D2950	Core build-up including any pins	\$ 70
			D2951	Pin retention per tooth, in addition to restoration	\$ 18
			D2952	Cast post and core in addition to crown	\$110

ADA Code	Procedure Description	Co-Payment	ADA Code	Procedure Description	Co-Payment
D2954	Prefabricated post/core in addition to crown	\$ 75	D5851	Tissue conditioning -Mandibular	\$ 15
D2960	Labial veneer (resin laminate) – Chairside	\$295	IMPLANTS		
D2970	Temporary crown (fractured tooth)	\$ 25	D6010	Surgical placement of implant body: endosteal	\$1310
D2980	Crown repair, by report	\$ 75	D6012	Surgical placement of interim implant body for trans prosthesis: endosteal implant	\$1310
ENDODONTICS***			D6020	Abutment placement/substitution: endosteal implant	\$630
D0140	Limited Oral Exam (by specialist)	\$ 35	D6040	Surgical placement: eposteal implant	\$1390
D0220	Periapical x-rays, 1 st film (by specialist)	\$ 12	D6050	Surgical placement: transosteal implant	\$1390
D3110	Pulp Cap – Direct (excluding final restoration)	\$ 15	D6053	Implant/abutment supported removable denture for completely edentulous arch	\$1035
D3120	Pulp Cap – Indirect (excluding final restoration)	\$ 15	D6054	Implant/abutment supported removable denture for partially edentulous arch	\$939
D3220	Therapeutic pulpotomy (excluding final restoration)	\$ 45	D6055	Dental implant supported connecting bar	\$620
D3221	Pulpal debridement, primary and permanent teeth	\$ 45	D6056	Prefabricated abutment - includes placement	\$455
D3310	Root Canal – Anterior (excluding final restoration)	\$175	D6057	Custom abutment - includes placement	\$600
D3320	Root Canal – Bicuspid (excluding final restoration)	\$250	D6058	Abutment - porcelain/ceramic crown	\$950
D3330	Root Canal – Molar (excluding final restoration)	\$395	D6059	Abutment - porcelain -high noble metal	\$950
D3410	Apicoectomy/Perirad Surgery – Anterior	\$290	D6060	Abutment - porcelain -predom base metal	\$950
D3421	Apicoectomy/Perirad Surgery – Bicuspid, 1st root	\$335	D6061	Abutment - porcelain -noble metal	\$950
D3425	Apicoectomy/Perirad Surgery – Molar, 1st root	\$395	D6062	Abutment - cast - high noble metal	\$950
D3426	Apicoectomy/Perirad Surgery – (each additional root)	\$190	D6063	Abutment - cast - predom base metal	\$730
D3430	Retrograde filling, per root	\$ 50	D6064	Abutment - cast - noble metal	\$770
D3450	Root amputation, per root	\$ 95	D6065	Implant - porcelain/ceramic crown	\$1050
D3920	Hemisection – incl. root removal – not incl. RCT	\$ 90	D6066	Implant - porcelain - metal crown (titanium, titanium alloy, high noble metal)	\$1200
PERIODONTICS***			D6067	Implant - metal crown (titanium, titanium alloy, high noble metal)	\$1140
D0180	Comprehensive Periodontal Exam (by specialist)*	\$ 65	D6068	Abutment - retainer for porcelain/ceramic fpd	\$1060
D0330	Panoramic film (by specialist)	\$ 25	D6069	Abutment - retainer porcelain - high noble metal	\$1140
D4210	Gingivectomy or gingivoplasty – 4+ teeth per quad	\$225	D6070	Abutment - retainer porcelain – predom base metal	\$950
D4211	Gingivectomy or gingivoplasty – 1-3 teeth per quad	\$ 96	D6071	Abutment - retainer porcelain - noble metal	\$950
D4240	Ging. flap procedure, incl. root planing, 4 or more teeth per quad	\$250	D6072	Abutment - retainer cast metal -high noble metal	\$950
D4241	Ging. flap procedure, incl. root planing, 1-3 teeth per quad	\$105	D6073	Abutment - retainer cast metal - predom base metal	\$850
D4260	Osseous surg./Flap Entry/Closure, 4+ teeth per quad	\$390	D6074	Abutment - retainer cast metal - noble metal	\$850
D4261	Osseous surg./Flap Entry/Closure, 1-3 teeth per quad	\$167	D6075	Implant - retainer for ceramic fpd	\$950
D4266	Guided Tissue Regeneration	\$590	D6076	Implant - retainer for porcelain - metal fpd (titanium, titanium alloy, or high noble metal)	\$950
D4320	Provisional splinting – intraoral	\$ 75	D6077	Implant - retainer cast metal fpd (titanium, titanium alloy, or high noble metal)	\$835
D4321	Provisional splinting – extracoronary	\$ 80	D6078	Implant/abutment - fixed denture for completely edentulous arch	\$1140
D4341	Periodontal scaling & root planing – 4+ teeth per quad	\$ 90	D6079	Implant/abutment - fixed denture for partially edentulous arch	\$1140
D4342	Periodontal scaling & root planing – 1-3 teeth per quad	\$ 46	D6080	Implant maintenance proc., incl: removal of prosthesis, cleansing of prosthesis and abutment reinsertion of prosthesis	\$130
D4346	Scaling in presence of generalized moderate or severe gingival inflammation, full mouth	\$ 95	D6090	Repair implant - prosthesis by report	\$260
D4355	Full mouth debridement to enable diagnosis	\$ 50	D6091	Replacement of semi-precision or precision attachment (male or female component) of implant/abutment - prosthesis, per attachment	\$500
D4381	Local del of chemotherapeutic agent (via controlled release vehicle) per tooth, by report	\$ 75	D6092	Recent implant/abutment - crown	\$110
D4910	Periodontal maintenance following active therapy	\$ 55	D6093	Recent implant/abutment - fixed partial denture	\$170
REMOVABLE PROSTHODONTICS			D6094	Abutment - crown - titanium	\$950
D5110	Complete Denture (Maxillary) – (3 adj. w/in 60 days)	\$300 ++	D6095	Repair implant abutment, by report	\$390
D5120	Complete Denture (Mandibular) – (3 adj. w/in 60 days)	\$300 ++	D6100	Implant removal, by report	\$515
D5130	Immediate Denture (Maxillary) – (4 adj. w/in 60 days)	\$325 ++	D6190	Radiographic/surgical implant index, by report	\$255
D5140	Immediate Denture (Mandibular)–(4 adj. w/in 60 days)	\$325 ++	D6194	Abutment - retainer crown for fpd - titanium	\$1200
D5211/12	Partial Denture (Maxillary/Mandibular) – Resin Base	\$260 ++	FIXED PROSTHODONTICS		
D5213/14	Partial Denture–Cast metal Framework–Maxillary/Mandibular	\$375 ++	D6210	Pontic – Cast – High Noble Metal	\$270 +
D5281	Partial Denture – Removable Unilateral – 1 piece metal cast	\$ 80 ++	D6211	Pontic – Cast – Predom Base Metal	\$270 +
D5410/22	Denture Adj (Maxillary/Mandibular) – full or partial	\$ 25	D6212	Pontic – Cast – Noble Metal	\$270 +
D5510	Repair broken complete denture base	\$116	D6240	Pontic – Porcelain – High Noble Metal	\$270 +
D5520	Replace missing/broken teeth – complete denture base	\$ 90	D6241	Pontic – Porcelain – Predom Base Metal	\$270 +
D5610	Repair resin denture base	\$110	D6242	Pontic – Porcelain – Fused to Noble Metal	\$270 +
D5620	Repair cast framework, partial denture	\$20+Lab	D6245	Pontic – Porcelain/Ceramic	\$270 +
D5630	Repair or replace broken clasp, partial denture	\$20+Lab	D6250	Pontic – Resin w/High Noble Metal	\$210 +
D5640	Replace broken tooth (per tooth), partial denture	\$ 90	D6251	Pontic – Resin w/Predom Base Metal	\$210 +
D5650	Add tooth to existing partial denture	\$105	D6252	Pontic – Resin w/Noble Metal	\$210 +
D5660	Add clasp to existing partial denture	\$130	D6545	Crown – Cast Metal/Resin bonded/Fixed	\$175
D5670	Replace all teeth & acrylic cast metal framework – Maxillary	\$20+Lab	D6720	Crown – Resin w/High Noble Metal	\$ 95 +
D5671	Replace all teeth & acrylic cast metal framework – Mandibular	\$20+Lab	D6721	Crown – Resin w/Predom Base Metal	\$ 95 +
D5710	Rebase Complete Denture- Maxillary	\$20+Lab	D6722	Crown – Resin w/Noble Metal	\$270 +
D5720	Rebase Partial Denture-Maxillary	\$20+Lab	D6750	Crown – Porcelain /High Noble Metal	\$270 +
D5721	Rebase Partial Denture-Mandibular	\$20+Lab	D6751	Crown – Porcelain / Predom Base Metal	\$270 +
D5730-41	Reline Chairside (Maxillary/Mandibular) – full or partial	\$ 70			
D5750-61	Reline, lab (Maxillary/Mandibular) – full or partial	\$288			
D5820-21	Interim partial denture (Maxillary/Mandibular)	\$388			
D5850	Tissue conditioning-Maxillary	\$ 15			

ADA Code	Procedure Description	Co-Payment
D6752	Crown – Porcelain fused to Noble Metal	\$270 +
D6780	Crown – ¾ Cast – High Noble Metal	\$270 +
D6781	Crown – ¾ Cast – Predom Base Metal	\$270 +
D6782	Crown – ¾ Cast – Noble Metal	\$270 +
D6790	Crown – Full Cast – High Noble Metal	\$270 +
D6791	Crown – Full Cast – Predom Base Metal	\$270 +
D6792	Crown – Full Cast – Noble Metal	\$270 +
D6920	Connector bar	\$ 90
D6930	Re-cement Fixed Partial Denture – per unit	\$ 10
D6940	Stress breaker – non-rigid connector	\$35+Lab
D6950	Precision Attachment	\$260
D6970	Cast post/core/add to br. retainer, per tooth	\$110
D6972	Prefab post/core in addition to crn, per th	\$ 75
D6973	Core build-up including any pins, per tooth	\$ 70
D6980	Fixed Partial Denture Repair, by report	\$50+Lab
ORAL SURGERY ***		
D0140	Limited Oral Exam (by specialist)	\$ 35
D0330	Panoramic Film (by specialist)	\$ 25
D7111	Extraction – coronal remnants – prim tooth	\$ 30
D7140	Extraction – erupted tooth or exposed root	\$ 30
D7210	Surgical removal of erupted tooth	\$ 60
D7220	Removal of impacted tooth – soft tissue	\$ 85
D7230	Removal of impacted tooth – partial bony	\$105
D7240	Removal of impacted tooth – complete bony	\$145
D7250	Surgical removal – residual tooth roots	\$ 70
D7270	Tooth re-implantation & stabilization	\$140
D7280	Surgical exposure of impacted tooth	\$130
D7283	Placement of device to facilitate erupt.of impacted tth	\$200
D7286	Biopsy of oral tissue – soft	\$360
D7310	Alveoloplasty per quad with extraction	\$ 85
D7320	Alveoloplasty per quad without extraction	\$190
D7471	Removal of lateral exostosis (Max/Mand)	\$320
D7510	Intraoral I & D abscess	\$ 65
D7910	Suture of recent small wound, up to 5 cm	\$ 10
D7950	Osseous, osteoperiosteal, or cartilage graft of mandible or maxilla-autogen. or nonautogen, by report	\$1400
D7953	Bone replacement graft for ridge preservation-per site	\$390
D7960	Frenulectomy (frenectomy or frenotomy)	\$135
D7971	Excision of pericoronal gingiva	\$ 70
OTHER SERVICES		
D9110	Palliative (ER) tx of dental pain, minor tx	\$ 20
D9210	Local Anesthetic	N/C
D9215	Local Anesthetic	N/C
D9223	General Anesthesia (each 15 minutes)	\$100
D9230	Analgesia, inhalation of nitrous oxide	\$ 20
D9243	I. V. Sedation (each 15 minutes)	\$ 75
D9440	Office visit (after regularly scheduled hours)	\$ 40
D9940	Nightguard (occlusal guard) – one in 12 mos	\$ 99
D9951	Occlusal adjustment – Limited	\$ 40
D9952	Occlusal adjustment – Complete	\$250

ADA Code	Procedure Description	Co-Payment
D9999	Missed/Cancelled Appt (without 24 hr notice)	\$ 20
TEMPOROMANDIBULAR JOINT DYSFUNCTION (NON-SURGICAL PROCEDURES) TMJ procedures and services available will be provided to the member at 20% below the dental office's customary fee.		
ORTHODONTICS		
D8999	Screening Exam	N/C
D8999	Diagnostic work-up, x-rays/models	\$200
D8030	Limited Orthodontic Treatment – adolescent	\$2,800
D8040	Limited Orthodontic Treatment – adult dentition	\$3,200
D8080	Comprehensive Ortho Treatment – adolescent	\$3,400
D8090	Comprehensive Ortho Treatment – adult dentition	\$3,700
D8210	Removable appliance therapy	\$700
D8220	Fixed appliance therapy	\$700
D8660	Pre-orthodontic treatment visit	\$ 45
D8680	Orthodontic retention (removal of appliances, construction & placement of retainers/arch)	\$150
D8691	Repair of orthodontic appliance (functional appliances & palatal expanders)	\$ 50
D8692	Replacement of lost or broken retainer	\$150
D8999	Final Orthodontic Records	\$100

SPECIAL LIMITATIONS

Procedure or services not listed will be provided at dentist's regular fees.

* NO CHARGE for one routine cleaning (D1110/D1120) and one oral exam (D0120/D0150/D0180) twice in a 12-month period (measured from the last date of service for each procedure). If medically necessary, additional cleanings and/or exams may be provided and charged to the patient at the listed fee.

FREQUENCY LIMITATIONS - All frequencies are measured from the last date of service for each procedure.

** NO CHARGE Fluoride treatment is limited to one per year, or more frequently if necessary, until age 15 at listed fee.

*** **ENDODONTIC, PERIODONTIC & ORAL SURGERY PROCEDURES PERFORMED BY A PARTICIPATING DENTAL SPECIALIST ARE LIMITED TO THOSE SERVICES LISTED UNDER THE SPECIALIST CATEGORY.**

PEDODONTIC and PROSTHODONTIC CARE: co-payments as herein set forth apply only when treatment is performed by a participating general dentist. If the services of a specialist are required, the copayments herein set forth do not apply and the member will receive services from a participating specialist, where available, and the co-payment will be the discounted rate filed with TDAH.

+ Plus lab fee on crowns \$185

++ Plus lab fee on dentures and partial dentures \$275

Other lab fees will vary depending upon dental laboratory, procedure & materials used.

SECTION III CO-PAYMENTS - The Co-payment amounts listed in the Schedule of Benefits and Co-Payments, contained herein are payable by you directly to the Dental Office as treatment is received.

SECTION IV SPECIALTY CARE - Sometimes your selected dentist will identify a problem that is best treated by a specialist. In this case, your dentist will refer you, where available, to a fully qualified specialist in the TDAH Dental Network who specializes in the care you need. Eligible dental care services from a specialist are those services specifically listed under the specialist category of the Schedule of Benefits and Co-payments.

SECTION V EXTENDED CARE - Upon termination of eligibility or termination of the Group Agreement, the Plan will complete any procedures started; but only the procedure in progress.

SECTION VI EFFECTIVE DATE OF COVERAGE

A. You may obtain information regarding effective date of coverage on line at www.benefitoptions.az.gov

SECTION VII PARTICIPATING PLAN PROVIDERS (DENTISTS)

Benefits Obtained from Plan Providers - Except for emergency care, benefits are available only from your selected Plan Provider. List of Plan Providers - You may obtain a current list of Plan Providers by calling TDAH at (602) 381-4280 or toll free at (866) 921-7687, or by accessing our website www.TDAadental.com.

Choosing a Plan Provider -You may choose any Plan Provider from the list of Plan Providers referred to above. Upon request, the Plan, TDAH will assist you in selecting a Plan Dentist, but may not recommend any particular dentist.

Changing Plan Providers - You may change Plan Providers once a month by calling TDAHP or through the website www.TDA dental.com. Please notify the Plan by the fifteenth (15th) day of the month, to make the change effective on the first of the following month. Should your Plan Provider stop participation, the Plan reserves the right to transfer you to another Plan Provider of your choosing. All Plan Providers (Dentists) furnishing services to a Member do so as independent contractors. TDAHP, shall not be liable for any claim or demand for damages arising out of or in any manner connected with any injuries suffered by a Member while receiving dental services.

SECTION VIII EMERGENCY CARE

Please attempt to obtain emergency care from your Plan Provider when you are within your local area. If your selected Plan Provider is not accessible, please contact TDAHP for assistance at (602) 381-4280 or toll free at (866) 921-7687.

If your Plan Provider is not accessible or when the emergency occurs outside the area served by your Plan Provider, then you should seek emergency dental care from any licensed dental health professional to control bleeding, relieve pain, including local anesthesia, or eliminate acute infection. Medications, which may be prescribed by the dentist, but must be obtained through a pharmacy, are excluded. A written itemized statement for these services must be presented to TDAHP, Inc. for reimbursement. If it is necessary to have additional treatment, it must be done by your designated Plan Provider. The maximum allowable reimbursement for a dental emergency is \$50, less any member costs which you would normally be charged for the procedure.

SECTION IX SCHEDULING AN APPOINTMENT - After your Plan becomes effective, you can schedule an appointment by contacting your selected participating Provider. Your dentist will offer you an appointment generally within thirty (30) days of your call - or within 24 hours for emergency care. Most dental appointments are scheduled Monday through Friday during regular working hours. Each Plan Provider is an independent practitioner who establishes his or her own hours. Some have evening and/or weekend hours. Call your Plan Provider to ask about office hours and the availability of emergency services.

SECTION X PLAN IDENTIFICATION CARD - Although an I.D. card will be issued to you, it is not necessary in order to receive dental care from your Plan Provider. Your name will appear on an eligibility list, which is sent to your selected dentist each month.

SECTION XI WORKERS' COMPENSATION EXCLUSION - Expenses for which payment is required under applicable Workers' Compensation statutes are not eligible for payment under this dental plan.

SECTION XII CONTINUATION OF COVERAGE - When your TDAHP coverage terminates, you have the option of converting to a TDAHP Conversion Plan. Please contact our Customer Service Department at (602) 266-1995 or (888) 422-1995 for information. For continuation under the COBRA Act, if applicable, contact your Employer for details.

SECTION XIII TERMINATION - Benefits under this Plan shall cease upon any of the following events:

- On the date of the expiration of the period for which the last payment was made.
- Upon the date of entry into full-time military service.
- On the last day of the month during which termination notice occurs, in the event that a Member and/or Subscriber fails to maintain a satisfactory dentist-patient relationship, i.e. the Plan Provider no longer desires to treat the Member and/or Subscriber.
- In the event premiums are delinquent, services and benefits under the Plan shall be suspended effective on the first day of the month during which the delinquency occurred.
- On the date the Plan contract terminates, if not renewed.

SECTION XIV DENTAL RECORDS - The dental records of the Member and/or Subscriber concerning services performed herein shall remain the property of the Plan dentist. Request for transfer of dental records must be presented to dentist in writing. Member is financially responsible for any fees charged by Plan Dentist for transfer of records.

SECTION XV CUSTOMER SERVICE INQUIRES - Plan Members and/or Subscribers customer service is available by calling TDAHP at (602) 381-4280 or toll free at (866) 921-7687 during normal business hours. All group dental plan inquires, including grievance procedures are handled by TDAHP.

SECTION XVI GRIEVANCE AND APPEAL - A complaint is any oral or written expression of concern of dissatisfaction regarding a Plan service or procedure, whether dental or non-dental in nature. In the event you have a complaint, an initial attempt should be made to resolve it by communicating with TDAHP's Customer Service Department. If a resolution cannot be reached in this manner, the following Formal Grievance and Appeal process should be used.

SECTION XVII FORMAL GRIEVANCE AND APPEAL - Levels of Review: TDAHP members may ask TDAHP to review its decisions involving their requests for service or requests to have claims paid. The Arizona State Legislatures have established four levels of review. Companies that perform utilization review activities after services are provided (TDAHP is in this category) are not required to provide Level 1 and Level 2 reviews. TDAHP members have two levels of review available to them. They are Level 3, Formal Appeal, and Level 4, External, Independent Review.

Level 1. Expedited Dental Review-TDAHP is not required to do the Expedited Dental Review because its utilization review activities are performed on services already provided.

Level 2. Informal Reconsideration-TDAHP is not required to do the Informal Reconsideration because its utilization review activities are performed on services already provided.

Level 3. Formal Appeal

Level 4. External, Independent Review

To receive a Formal Grievance and Appeals Brochure, or to submit a request for Formal Appeal, you may send a written request to:

***TDAHP Grievance and Appeals Coordinator, 2111 East Highland Avenue, Suite 250 ♦ Phoenix, Arizona 85016
Telephone: (602) 381-4280 ♦ Toll Free: (866) 921-7687 ♦ Facsimile: (602) 266-1948***

SECTION XVIII EXCLUSIONS AND LIMITATIONS

Principal Exclusions and Limitations

1. Sealants are covered to the age of seventeen (17) and are limited to permanent molars only.
2. Periodontal treatment (sub-gingival curettage and root planing) is limited to five quadrants in any thirty-six (36) consecutive months.
3. Replacement of a restoration is covered only when it is dentally necessary.
4. Fixed bridgework will be covered only when a partial cannot satisfactorily restore the case. If fixed bridges are used when a partial could satisfactorily restore the case, it is considered optional treatment.
5. Replacement of existing bridgework is covered only when it cannot be made satisfactory by repair.
6. Partial dentures are not to be replaced within any five (5) year period unless necessary due to natural tooth loss where the addition or replacement of teeth to the existing partial is not feasible.
7. Full upper and/or lower dentures are not to exceed one each in any five (5) year period. Replacement will be provided by the Plan for an existing full or partial denture only if it is unsatisfactory and cannot be made satisfactory by either relines or repair.
8. Denture relines are limited to two (2) in any year.
9. Services for injuries or conditions, which are covered under Workers' Compensation or Employers' Liability Laws.
10. Services which, in the opinion of the attending dentist, are not necessary for the patient's dental health.
11. Temporomandibular joint treatment (TMJ), except as provided herein.
12. Elective or cosmetic dentistry, except as provided herein.
13. Oral surgery requiring the setting of fractures or dislocations, Orthonognathic surgery, or extractions solely for orthodontic purposes.
14. Treatment of malignancies, cysts or neoplasms or congenital malformations, except congenital anomaly of a tooth or teeth covered from birth, adoption or placement for adoption.
15. Dispensing of drugs.
16. Hospital charges of any kind.
17. Loss or theft of dentures or bridgework.
18. Any procedure of implantation or of an experimental nature, i.e. a service, procedure, drug or treatment for a specific diagnosis from the appropriate governmental regulatory body.
19. General anesthesia or IV/conscious sedation, except as provided herein.
20. Fees incurred for broken or missed appointments (without 24 hours notice) are the Member's responsibility.
21. Dental expenses incurred in connection with any dental procedure started prior to the effective date of coverage.
22. Dental expenses incurred in connection with any dental procedure started after termination of eligibility
23. Any procedure performed for the purpose of correcting contour, contact or occlusion. Any procedure to correct tooth structure lost due to attrition, erosion or abrasion.
24. Any procedure that is not specifically listed as a covered benefit.
25. Provider may refuse treatment to any patient who continually fails to follow a prescribed course of treatment.
26. Any dental treatment which, in the opinion of the Plan's dental consultant has a poor prognosis.
27. Nightguard (occlusal guard) limited to one each twelve (12) months.
28. Services performed by a dentist who is not a Participating Dentist, except for emergency care as provided herein.

Orthodontic Exclusions and Limitations

No benefits will apply for a treatment program, which began before the Member/Subscriber enrolled in the Orthodontic Plan.

No benefits will apply for lost or broken appliances, except as provided herein.

Extractions are not included as a benefit.

No benefit will apply for the following:

- a. Care required in excess of 24 months from the time of banding.
- b. Gross non-cooperation.
- c. Accidents occurring during the period of treatment.
- d. Cases involving surgical orthodontics.
- e. Cases involving myofunctional therapy of TMJ.

If the Member and/or Subscriber relocates to an area and is unable to receive treatment from a member Orthodontist, coverage under the Plan ceases and it becomes the obligation of the Member and/or Subscriber to pay the usual and customary fee of the Orthodontist were the treatment is completed.

Choice of an Orthodontist is limited to Orthodontists participating in the Plan or to Orthodontists who will accept the fees outlined in the Plan.

If the Member and/or Subscriber become ineligible for benefits under this Plan for treatment, coverage under the Plan ceases and it becomes the obligation of the Member and/or Subscriber to pay the remaining balance due the Orthodontist.

FOR MORE INFORMATION CALL OR ACCESS WEBSITE:

Telephone: (602) 381-4280 ♦ Toll Free: (866) 921-7687 ♦ Facsimile: (602) 266-1948

www.TDAdental.com

TOTAL DENTAL ADMINISTRATORS HEALTH PLAN, INC.

2111 East Highland Avenue, Suite 250 ♦ Phoenix, Arizona 85016