

# COVID-19 CORPORATE RESPONSE

Delta Dental of Arkansas understands that the ongoing COVID-19 outbreak is causing significant challenges and hardships for many throughout Arkansas. As a result, we have taken the following steps to support the needs of our employees, group clients, members, providers, and the communities we serve.

## EMPLOYEES AND FAMILIES



Offices closed until at least May 31, 2020



Implemented work from home for 97% of employees



Provided a \$1,000 bonus to employees to assist with immediate needs



Sponsored a virtual employee appreciation lunch through central Arkansas restaurants



Provided a free video rental and movie snacks for employees and their families



Maintained a full staff with no furloughs or layoffs

## GROUP CLIENTS AND MEMBERS



Giving \$15 million of premium & administrative fee credits in July 2020 to commercial group clients with dental & vision insurance



No changes to rates for group clients with renewals from May–September



Offered a 60-day grace period for premium payments



Reduced the number of hours employees must work to have coverage



Offering flexibility to group clients who may have furloughed or temporarily laid off employees



Accepting claims for services performed via teledentistry

## PROVIDERS



Created the "Advance Receipts Program" making \$6.5 million in financial support available to Arkansas dentists to help while dental offices are closed



Dentists do not begin repaying this interest-free advance until July 2020



Providing \$2.9 million in grants to Arkansas network dentists to assist with reopening their practices



Covering CDT code D0140 (problem focused exam) whether done virtually or in-office

## COMMUNITIES



Created a COVID-19 Emergency Grant Fund that provided \$500,000 to 77 Arkansas non-profit organizations providing assistance or services resulting from COVID-19



Donated up to \$75,000 to the Oral Healthcare for All Foundation to support four pop-up locations offering emergency dental services



Donated \$10,000 to Arkansas Food Bank



Donated \$25,000 to the United Way of Northeast Arkansas for relief efforts following the March 29 tornado in Jonesboro