

Illinois Disaster Notice – July 2017

The Governor of Illinois has declared Cook, Kane, Lake and McHenry counties as disaster areas after significant flooding impacted these areas. United Concordia Dental has relaxed some restrictions to ensure that customers affected by the flooding in these counties can continue to get the dental coverage that they need during recovery efforts. To help its customers during this time, United Concordia will suspend policy cancellations due to the inability of policyholders in the affected counties to pay premiums during the time period of July 12, 2017 to September 30, 2017. A policyholder who already received such a notice will have their policy reinstated with no lapse in coverage. Any other policy provisions or requirements that impose a time limit for a policyholder or member to perform any act, including the submission of a claim or proof of loss, reporting of information, submission of bills or payment of funds, will immediately be extended 60 days from the date required in the policy. For details or questions regarding the status of your policy, or if additional time is needed to pay premiums or comply with the time limit of other policy provisions, please contact Customer Service at 1-800-332-0366.

For United Concordia Dental customers displaced by the flood that are having difficulty accessing services from a participating dentist, please call Customer Service at 1-800-332-0366 for alternative arrangements.

The Illinois Department of Insurance is available for filing a complaint regarding any disaster-related dispute or issue. Consumers may call the Department's toll-free complaint hotline at 1-866-445-5364, or file a complaint online at: <https://mc.insurance.illinois.gov/messagecenter.nsf>