Has the Scheduled Dental Plan changed?

The benefits provided by the Scheduled Dental Plan have not changed. However, the administrator of the plan will be Washington Dental Service/Delta Dental beginning January 1, 2012. The change to Washington Dental Service/Delta Dental will offer certain advantages that may lower your out-of-pocket costs when using a Delta Dental Premier Dentist as described below.

How does The Scheduled Dental Plan work?

The Scheduled Dental plan allows you to choose any dentist at the time of treatment. However, if you select a dentist who is part of the Delta Dental Premier network, your out-of-pocket expenses may be lower. This is because they have filed fees and cannot charge Delta Dental members more than their filed fees. Your benefit payment is based on the scheduled maximum covered charges (Fee Schedule). You are responsible for the difference between the member dentist’s allowable approved fee or the non-member dentist’s submitted fee and the scheduled amount. You are also responsible for your deductibles and amounts in excess of the annual maximums. An example is provided below of how the benefit for a crown might be paid. Please notice the differences in the patient responsibility.

<table>
<thead>
<tr>
<th>Provider Dental Plan Membership</th>
<th>Submitted amount</th>
<th>Approved Amount</th>
<th>Allowed Amount (Fee Schedule)</th>
<th>Provider Write-Off</th>
<th>Patient Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non Participating Dentists</td>
<td>$925</td>
<td>$925</td>
<td>$380</td>
<td>$0</td>
<td>$545</td>
</tr>
<tr>
<td>Delta Dental Premier Dentist</td>
<td>$925</td>
<td>$813</td>
<td>$380</td>
<td>$112</td>
<td>$433</td>
</tr>
</tbody>
</table>

Do I have to change dentists?

No, you do not need to change dentists. While the plan has not changed, you now have the advantage of accessing the Delta Dental Premier Network. If your dentist is a Delta Dental Premier dentist you may see a reduction in your out of pocket expenses. If your dentist is not a Delta Dental Premier dentist you will not see a change unless they have changed their fees.

How do I find a Delta Dental Premier dentist in my area?

You can find a Delta Dental network dentist in your area by visiting our Web site at www.DeltaDentalWA.com/Boeing. Click on the green “Find a Dentist” link to begin your search. Choose the “Delta Dental Premier” option for participating dentists. For dentists outside of Washington State, click on the green “search the national Delta Dental directory” link. This will take you to our national directory. Be sure to check the “Delta Dental Premier” option.

Will I receive dental identification cards?

Yes, you will receive two dental identification cards from Washington Dental Service/Delta Dental at your home address. Once you receive your ID cards, be sure to share it with your dentist so they can submit your claims to the Delta Dental plan in Seattle, Washington. Your dentist can verify your eligibility and benefits with our customer service department. After January 1, 2012 you can also go to our website at www.DeltaDentalWA.com/Boeing and print out a copy of your ID card. This paper copy of your card will contain the information your dentist needs to submit a claim. If you have lost your ID card or need additional cards, please contact our customer service department at (877) 521-2101. Our customer service representative can order ID cards for you.
What happens if someone in my family is currently in the middle of treatment when the claim administrator changes to Washington Dental Service/Delta Dental?

A few dental procedures require more than one appointment, i.e., crowns, bridges, dentures and root canals. Treatment that is completed prior to December 31, 2011 is covered by your current dental plan, Aetna, and should be submitted to them. If the treatment is completed after January 1, 2012, the claim should be submitted to Washington Dental Service/Delta Dental, PO Box 75983, Seattle, WA 98175-0983.

How do I submit a claim if I am in the middle of orthodontia treatment?

The accrued orthodontia benefit paid under your current dental carrier will be transferred to Washington Dental Service/Delta Dental. If you or your dependent started orthodontia treatment prior to January 1, 2012 and it continues after this date, the claim payment will be based on the remaining orthodontia lifetime maximum. To begin payment by Washington Dental Service, submit a claim which includes the total case fee, original banding date and total months of treatment.

Will treatment that was paid for under my previous carrier affect my benefits with Washington Dental Service/Delta Dental?

Yes, claim history for certain procedures that were covered under your previous carrier will be transferred to Washington Dental Service/Delta Dental. For example, if you had a crown on a tooth last year, it will be four years before you will be eligible to receive a crown on that same tooth again because your plan covers crowns once every five years.

Washington Dental Service/Delta Dental Contact Information:

Claims Address:
PO Box 75983 Seattle, WA 98175-0983

Customer Service:
Toll-free (877) 521-2101
Monday – Friday 8 a.m. to 5 p.m., Pacific Standard Time

Website: www.DeltaDentalWA.com/Boeing