



FREQUENTLY ASKED QUESTIONS

Oral Health Risk Assessment and HOW® Registration Process

What is Health *through* Oral Wellness® (HOW®)?

HOW® is Northeast Delta Dental's unique oral health and wellness program that empowers you to get the most out of your dental benefits and get the care you and your family members need to stay healthy. When you register and complete your personal oral health risk assessment using myDentalScore, we will be able to match oral health information and resources to your individual needs. You may also request that your dentist complete a clinical oral health risk assessment using an online clinical tool called the PreViser® Oral Health Information Suite (OHIS), available to your dentist at no cost. If your oral health scores on the OHIS show you to be at greater risk for tooth decay or gum disease you may qualify for enhanced preventive dental benefits including extra cleanings, fluoride treatments, sealants and periodontal maintenance based on your personal risk for oral disease.

What data is collected and how is it used?

Northeast Delta Dental collects and securely stores your oral health risk assessment data and other personal information to improve our ability to help us communicate with you and your family about oral health. We also use the data to help us improve the benefits we provide to help your dentist deliver the preventive care you need. The information you share with us allows us to communicate with you based on your individual oral health status and personal preferences. Oral health risk assessment scores **submitted by your dentist** may authorize enhanced benefits for members at greater risk for oral diseases like tooth decay and gum disease. Northeast Delta Dental may use de-identified data to generate reports, analyses or educational materials as needed to improve plan designs, wellness offerings and educational materials.

Who can see my risk scores and other information?

Your oral health risk scores are never shared with your employer. Your data is securely stored in a HIPAA compliant data hub called the Prevention Management Console or PMC which is located behind Northeast Delta Dental's firewall. Access to information stored in the PMC is authorized only for the purpose of improving dental plan designs, wellness offerings and educational materials; to provide members with the oral health information and resources they request; and to authorize enhanced

benefits based on the individual's risk for oral disease. As with claims data, information in the PMC can be used to generate trend analyses, reports and educational materials. Data used for these purposes will always be de-identified. Persons who are granted access to see individual oral health data may do so only for the purposes of assisting members in getting information or services needed to maintain or improve their oral health.

I already receive enhanced preventive benefits. Will this change after I re-register?

If you have already had an oral health risk assessment performed by your dentist and are eligible for enhanced benefits, your eligibility for these benefits **will not change**. However, new registrants who have not had a clinical oral health risk assessment performed in the dental office should ask their dentist to complete a clinical oral health risk assessment using PreViser's Oral Health Information Suite (OHIS) to determine their need for enhanced benefits based on risk.

Can my family members register?

You may register your children under the age of 18. After you register you may send the link to family members over the age of 18 to allow them to register.

Can my family members complete the myDentalScore oral health risk assessment?

Yes, adult family members or children age 18 or over can take the oral health risk assessment on their own by going to the link on the www.nedelta.com website. You should complete the oral health risk assessment for younger children.

How will I know if I am eligible for additional benefits based on my oral health status?

When your dentist completes the Oral Health Information Suite risk assessment, your dental office can print a report that shows your oral health scores. Based on your individual needs, your dentist will determine the best preventive care treatment plan for you. Your dental office will be able to tell you which enhanced benefits, including fluoride treatment, oral health counseling, sealants and additional dental cleanings, will be covered.

If I am eligible for enhanced benefits based on my oral health scores, do I lose those benefits if I get healthier?

No. Once you are determined to be at greater risk for tooth decay or gum disease, you will always have access to enhanced benefits as long as you continue to be covered under a plan that includes the HOW® program. Your dentist will determine the best way to use those benefits to keep you healthy.

