<<today\_date\_mmmm\_ddyyyy>>

**Important Medica Information**

<Member Name>

<Address 1>

<Address 2>   
<City>**,** <State> <ZIP>

**How Are You Recovering After Your Emergency Room Visit?**

Dear <Member Name>:

Our records show that you may have received care for a dental problem in a hospital Emergency Room (ER). I hope you are feeling better and that your dental problem has been fixed.

Medica has a free 24-hour nurse line called Medica’s NurseLine™ by HealthAdvocate™to help you decide if you need to be seen in the ER. A registered nurse gives you advice on how to get help for your health problems. Sometimes this will mean being seen in your dental or medical clinic the next day, and sometimes it will mean going to the ER. Call Medica’s NurseLine™ at 1-866-715-0915. TTY: 711.

A dentist is the best person to treat a dental problem. Many dentists keep appointment times in their daily schedules for emergency patients. They also leave an emergency number on their answering machine message to call when a patient has a serious dental problem after their business hours. If you are having problems getting an appointment or finding a dentist, please call Delta Dental Customer Service at 651-406-5919 or 1-800-459-8574 (toll free) from 7 a.m. to

7 p.m. Central*.* TTY: 711.

Medica encourages you to see a dentist every year. Regular dental visits can help prevent many dental health problems or find problems before they become serious.

Please feel free to call me if you have questions or need more information about your dental benefits. I can also help you find a dentist, schedule a dental appointment, and assist you with planning transportation for covered services to and from the dentist. The telephone number you can call is <CC phone number> . TTY: 711.

Sincerely,

<Care Coordinator Name>, <Credentials>

<County/Care System/Agency name>

<CC phone number>

