



Attention Texas and Louisiana Residents:

United Concordia recognizes the impact **Hurricane Ike** and **Hurricane Gustav** may have had on you and your family. We have taken measures to ensure your dental needs are met and alleviate any concerns you may have. For any TDP enrollee residing in the Texas and Louisiana affected by Hurricane Ike, United Concordia has taken the following steps:

- United Concordia will withdraw any cancellations issued on or after September 12, 2008 and reinstate the policy without a lapse in coverage.
- United Concordia will not issue cancellation notices until December 12, 2008 or later, in certain circumstances.
- United Concordia is telephoning each participating dentist's office in affected areas to ensure your access to dental care. We will assist you in finding a dentist should your office be closed.
- United Concordia will assist with reestablishment of lost or damaged dental records.
- United Concordia will assist with the continuation of orthodontic or prosthodontic treatment.

United Concordia hopes these actions will return some degree of peace of mind to our TDP enrollees affected by Hurricane Ike and Hurricane Gustav. We realize there may be circumstances that are not addressed by the actions listed, which may require additional action on our part to help you as you recover from this unfortunate event. Please feel free to contact United Concordia's Customer Service Department at 1-800-866-8499 to discuss your particular situation.

For more information, call United Concordia's Customer Service Department at 1-800-866-8499. Representatives are available 24 hours per day, Monday through Friday.