



The Dentist is in ...

Prevention Is Key to Maintaining Oral Health

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As a TRICARE Dental Program (TDP) enrollee, you are probably already familiar with how important it is to visit your dentist twice a year for examinations, cleanings and preventive services. However, what you may not know is that taking care of your teeth and gums at home is an equally important part of maintaining your oral health.

According to the American Dental Association® (ADA), following these steps will keep your mouth healthy:

- Brush your teeth twice a day with an ADA-accepted fluoride toothpaste.
- Replace your toothbrush every three to four months, or sooner if the bristles are worn.
- Use dental floss or an interdental cleaner (special brush, pick or stick) to remove plaque and food particles from between the teeth and under the gum line.
- Eat healthy, balanced meals and limit snacks.
- Visit your dentist regularly for professional cleanings and exams.

In addition to following these steps, using an antimicrobial or fluoride mouthwash as a part of your daily oral health regimen can help prevent bacteria growth that can lead to gum disease and prevent or reduce tooth decay. When selecting a mouthwash or other dental care product, be sure to choose one that has been accepted by the ADA. The ADA's Seal of Acceptance ensures that the product has been adequately studied and is both safe and effective.

Another effective method for reducing plaque and keeping your mouth healthy is chewing sugarless gum. According to the ADA, studies have shown that people who chew

sugarless gum enjoy many benefits in addition to fresh breath. Chewing sugarless gum for 20 minutes after meals increases saliva production, which can help to neutralize and wash away the acids that are produced in your mouth when food is broken down. These acids are what lead to tooth decay. The ADA also indicates that increased saliva flow bathes the teeth in minerals such as calcium and phosphate, which strengthen tooth enamel and help prevent cavities.

Ultimately, the key to perfecting your oral health goes beyond simply brushing and flossing. Taking care of your teeth also means eating a balanced diet, limiting sugary snacks and visiting your dentist regularly. Diligently following these tips will help you have a healthy, attractive smile for life.

For more tips on perfecting your oral health, visit the TDP Web site at www.TRICAREdentalprogram.com and click on the "Dental Health" tab. ■



How to Enroll in the TRICARE Dental Program

United Concordia Companies, Inc. (United Concordia) has made enrolling in the TRICARE Dental Program (TDP) as easy as possible. United Concordia gives you three convenient ways to enroll:

- **Online**—To enroll online, visit the TDP Web site at www.TRICAREdentalprogram.com and click on “Information for Enrollees,” then “Enroll Online” under the “Quick Links” tab. You can use a credit card to make the initial premium payment when you sign up online. When you finish the enrollment process you will receive a transaction number, which you should retain for future reference.
- **Fax**—Fax your completed *TDP Online Enrollment/Change Form* and initial payment to 1-888-734-1944. When you enroll by fax, you can only use a credit card.
- **Mail**—Download an *Enrollment/Change Form* at www.TRICAREdentalprogram.com by clicking on “Information for Enrollees,” then “Forms/Materials” under the “Enrollees” tab. Then mail it with your initial premium payment to United Concordia at:

United Concordia/TDP
P.O. Box 827583
Philadelphia, PA 19182-7583

Just remember, whether enrolling online, by fax or by mail, your initial premium payment is due with your enrollment application.

Enrollment Confirmation

You will know your enrollment is confirmed when you receive your dental identification card(s). You should not seek dental treatment until you have received enrollment confirmation. Your effective date of enrollment will be noted on the identification card(s).

If you have not yet received your identification card(s) and need care, contact United Concordia’s Enrollment and Billing Member Services Department at 1-888-622-2256. ■

Updated DEERS Records Maintain Eligibility

One of the most important things you can do to make sure your family members remain eligible for TRICARE Dental Program (TDP) coverage is to keep their information correct and up-to-date in the Defense Enrollment Eligibility Reporting System (DEERS).

DEERS is the database of uniformed services members, their family members and everyone else who is eligible for military health care benefits. When beneficiaries receive services through the TDP, United Concordia Companies, Inc. verifies their eligibility through DEERS. If any of the information is incorrect or outdated, coverage can be denied.

If you or a family member has recently gone through a status-changing event, make sure you update your DEERS information as soon as possible. Some status-changing events include relocation, marriage and birth or adoption.

Updating DEERS

Sponsors or registered family members may update address and contact information in DEERS. However, only sponsors can add or delete family members. You can verify and update DEERS information in the following ways:

- **In person:** Add or delete family members at your local uniformed services personnel office. To find one near you, visit www.dmdc.osd.mil/rsl.
- **By phone:** Call the Defense Manpower Data Center Support Office at 1-800-538-9552 to update your phone number, address and e-mail.
- **By fax:** Fax phone number, address and e-mail changes to 1-831-655-8317.
- **By mail:** Send changes to:
Defense Manpower Data Center Support Office
400 Gigling Road
Seaside, CA 93955-6771
- **Online:** Visit www.tricare.mil/deers. ■



Participating Dentists: Good for Your Smile and Your Wallet

Finding a dentist who meets your needs can be challenging, but the TRICARE Dental Program (TDP) makes it easy with access to a network of more than 62,000 participating dentists. As a TDP enrollee residing in the United States, you have the flexibility to seek care from any civilian dentist. However, when you select a TDP-participating dentist, you can reduce your out-of-pocket expenses and ease administrative burdens.

A participating dentist has signed a contractual agreement with United Concordia Companies, Inc. (United Concordia) to follow TDP rules for providing care and accepting payments. Some of the advantages of using a participating dentist include:

- **Saving money**—Participating dentists accept United Concordia’s allowance for covered services as payment in full and charge you only the applicable cost-share. With a nonparticipating dentist, you may need to pay the difference between United Concordia’s allowance and the dentist’s charge.
- **Saving time**—Participating dentists complete your claim form at no extra charge and submit it to United Concordia on your behalf. If you see a nonparticipating dentist, you may need to submit your own claim.
- **Peace of mind**—Participating dentists are subject to United Concordia’s quality assurance programs and agree to routine verification of their credentials.
- **Dental readiness documentation**—Participating dentists complete the DD Form 2813 *Department of Defense Active Duty/Reserve Forces Dental Examination* for National Guard and Reserve members at no additional cost.

How Do I Know if My Dentist Is a TDP-Participating Dentist?

Ask your dentist if he or she **participates** in the TDP rather than if he or she **accepts** the TDP or United Concordia. Most dentists (participating and nonparticipating) will accept payment from United Concordia; however, that does **not** mean that a dentist is participating in the TDP and is part of the TDP network.

Locating a Participating Dentist

You can locate a participating dentist in any of the following ways:

- **Use the online dentist directory.** Simply visit the TDP Web site at www.TRICAREdentalprogram.com and click on “Information for Enrollees,” then “Find a Dentist” under the “Quick Links” tab. You can search for a dentist by last name, specialty, city, county or ZIP code. The online directory is updated weekly and indicates if the dentist is accepting new patients.
- **Call United Concordia at 1-800-866-8499.** A TDP customer service representative will assist you with information regarding a dentist’s participation status, specialty and office location.
- **Contact your local Beneficiary Counseling and Assistance Coordinator (BCAC).** An online BCAC directory can be found at www.tricare.mil/bcacdcao.

For more information about participating dentists, please visit the TDP Web site at www.TRICAREdentalprogram.com. ■



TRICARE
Kids'
Dental Health Fun Page

What's the Word?

Unscramble the following letters to uncover words you might hear your dentist say.

VITAYC

ETADNL SFSOL

HTMUO DUGRA

EPALUQ

RECABS

DWSMIO ETEHT

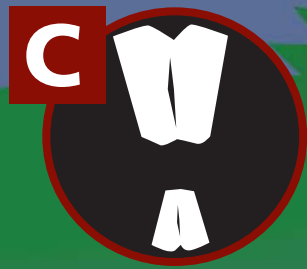
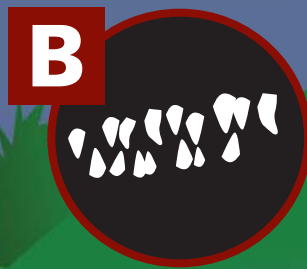
TENSIDT

OTUMHASHW

Answers: cavity, plaque, dentist, dental floss, braces, mouthwash, mouth guard, wisdom teeth

Whose Teeth Are These?

Take a look at the pictures below and draw a line to match the teeth to the correct animal.



Answers: A = cat, B = rabbit, C = alligator

Your Child's First Dental Visit

Taking your child to the dentist for the first time is an experience that may be filled with many emotions. You may be excited at the thought of your child reaching another milestone but may also feel a little uneasy and unsure of what to expect. You may have questions like: When is the right age for my child to see the dentist? Am I taking proper care of my child's teeth? Will this visit be covered?

According to the American Dental Association®, you should schedule your child's first dental visit as soon as the first tooth comes in or by his or her first birthday. The first dental visit provides an opportunity for the dentist to:

- See how your child's teeth are coming in
- Instruct you on how to properly clean his or her teeth and gums
- Check for tooth decay
- Address concerns, such as thumb sucking

To help make this visit as pleasant as possible, the dentist may ask you to hold your child on your lap or to assist by holding his or her mouth open during the examination. Prior to the first appointment, you may also want to have your child practice "playing dentist" with his or her favorite doll or stuffed animal and bring that toy with you to the dentist.

In addition to making sure your child is comfortable, you should note that children younger than age 4 must be **voluntarily** enrolled by the sponsor if TRICARE Dental Program (TDP) coverage is desired, even if other family members are already enrolled. Children are **automatically enrolled** in the TDP on the first day of the month following their fourth birthday, provided an existing contract is in effect. If the existing contract is for a single family member only, the premium will change from the single premium to the family premium. United Concordia Companies, Inc. will notify the sponsor of the child's enrollment and the change in premium rate.

To learn more about TDP coverage for children, visit www.TRICAREdentalprogram.com. ■

"My Dental Benefits": Access Your Benefit Information Online

The TRICARE Dental Program (TDP) Web site offers "My Dental Benefits," an online tool that allows you to access your TDP benefit information 24 hours a day, 7 days a week from the convenience of your computer. As a registered user of "My Dental Benefits," you can:

- Print identification cards
- View and print provider lists
- View benefit information
- View the status of processed claims
- View your Dental Explanation of Benefits (DEOB)—you can even "go green" by signing up to stop receiving paper DEOBs
- View eligibility information, including effective date and cancellation date

To register, visit www.TRICAREdentalprogram.com and click on "Information for Enrollees," then select the "My Dental Benefits" link under the "Quick Links" tab. Click on the "Need to Register" link and then follow the directions to create your user ID and password. For security purposes, after registration there is a 10-day waiting period to access claims information, maximums and procedure history.

Note: You must be listed on the contract in order to register. Sponsors and spouses can view their own information and that of any dependent children younger than 18 years. Dependent children age 18 years and older must register separately and can only view their own information. Enrollees age 14 years and younger cannot register.

Visit www.TRICAREdentalprogram.com and register for "My Dental Benefits" today! ■



“Month of the Military Child” Prize Giveaway Sponsored by United Concordia

United Concordia Companies, Inc. is proud to once again recognize and support the “Month of the Military Child” in April by sponsoring a Web-based, random drawing. Children of active duty and National Guard and Reserve sponsors who are enrolled in the TRICARE Dental Program (TDP) are eligible for this drawing. Entries **must** be submitted by a parent or legal guardian. Entries submitted by individuals other than the parent or legal guardian will not be accepted and are ineligible for the drawing.

To enter, simply visit www.TRICAREdentalprogram.com and complete a contest entry form between 8 a.m. April 2, 2009, and midnight April 29, 2009, Eastern Standard Time. Entries will be accepted via online submission only. Winners will be selected at random.

Prizes will be awarded to military children of varying ages. Within each age category, prizes for first, second and third place will be awarded in these areas:

- TRICARE North Region
- TRICARE South Region
- TRICARE West Region
- TRICARE Europe
- TRICARE Latin America and Canada
- TRICARE Pacific

Ages 0–2

First Prize: Disney’s Baby Einstein™ Baby Neptune™ Ocean Adventure Gym and “Discovering Water” DVD; “Water, Water Everywhere” book; and Teethe & Tug Pals: Baby Neptune

Baby Einstein helps little ones discover the world of water through the Ocean Adventure Gym that features an electronic water-filled toy, whale prop-up pillow, sea scenery play mat and more! This gift set also includes a water-related DVD, book and soft teething toy.

Second Prize: Disney’s Baby Einstein My First Story Reader, “Baby’s First Sounds” DVD and “Colors Flip Flap Book”

Baby Einstein’s My First Story Reader includes three Baby Einstein Interactive Books and two ways to interact—either in Read to Me Mode or Activity Mode. It exposes babies to sound identification, matching, shapes and colors.

Third Prize: A \$50 All Services Exchange gift certificate

Ages 3–6

First Prize: VTech® V-Motion™ Active Learning System

The V-Motion Active Learning System puts your child in motion while teaching math, reading, science and spelling. The gaming console combines wireless, motion-activated play, Web connectivity and educational gaming into a system that plugs directly into your television. Also includes a “V-Motion: Scooby-Doo®” game cartridge.

Second Prize: VTech Create-a-Story™ Reading System

The Create-a-Story Reading System provides an interactive platform that helps children discover the joy of reading. Children can either have a story read to them or create and animate their own story! This set includes two “My Friends Tigger & Pooh” booklets and one story cartridge.

Third Prize: A \$50 All Services Exchange gift certificate

Ages 7–10, 11–14 and 15–17

First Prize: Nintendo® Wii™ Gaming Console and Wii Play bundle

The Nintendo Wii console system features a wireless controller that allows players to express themselves with intuitive motion control. This package also includes the Nintendo Wii Play game cartridge with nine games and an additional wireless controller.

Second Prize: Nintendo DS Lite

The Nintendo DS Lite is a high-powered, hand-held gaming system with bright upper and lower color screens. This package also includes a “New Super Mario Bros.®” game cartridge.

Third Prize: A \$50 All Services Exchange gift certificate

Remember ...

Only one entry per child is permitted. Winners will be announced on the TDP Web site on May 28, 2009. Mailed or faxed entries will not be considered. The entry deadline is midnight April 29, 2009, Eastern Standard Time, and only parents or legal guardians may enter their children.

Best of luck to all who enter! ■

Committed to Protecting Your Privacy

As a member of the TRICARE Dental Program, it is important that you are aware of your privacy rights. Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), every provider and health care plan must provide its patients with a notice describing how your protected health information (PHI) may be used or disclosed, with whom that information may be shared and the safeguards in place to protect it. PHI may include your name; date of birth; address; e-mail address; or past, present or future physical or mental health conditions. Under HIPAA, you may approve or refuse the release of specific information (except when required by law).

Some of the rights outlined in the Military Health System's (MHS's) *Notice of Privacy Practices* include the right to access and amend your PHI, as well as the right to file a privacy-related complaint. According to this law, the MHS has an obligation to:

- Ensure that your PHI is kept confidential
- Inform you of legal duties and privacy practices as they relate to the use and disclosure of your PHI
- Comply with the current *Notice of Privacy Practices*
- Communicate any changes in the notice to you

If you have questions about the MHS's *Notice of Privacy Practices*, wish to file a complaint or have concerns about the way your health information has been handled, consult your local military treatment facility (MTF) Privacy Officer or TRICARE Management Activity Privacy Officer.

You can receive a copy of the MHS's *Notice of Privacy Practices* by:

- Contacting your MTF Privacy Officer or accessing your MTF Web site
- Visiting www.tricare.mil/recordsandprivacy
- Sending a written request to:

TRICARE Management Activity
Privacy Office
Five Skyline Place, Suite 810
5111 Leesburg Pike
Falls Church, VA 22041 ■

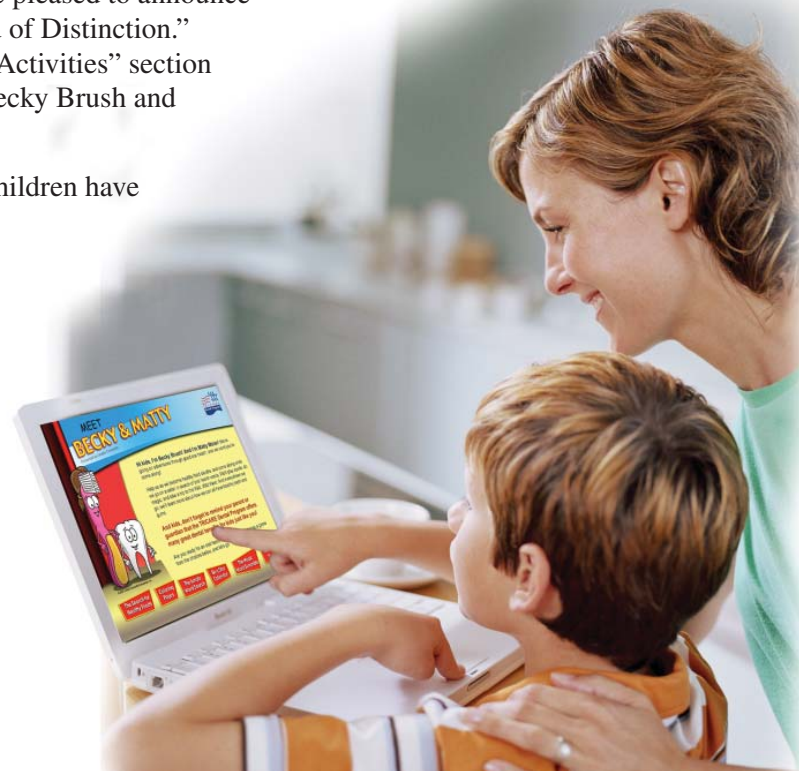
TDP Web Site Wins Award

United Concordia and CACI Strategic Communications are pleased to announce that they received a 2008 Communicator Awards "Award of Distinction." The award recognizes the team's work on the "Children's Fun Activities" section of the TRICARE Dental Program (TDP) Web site, featuring Becky Brush and Matty Molar.

Some of the Web site's fun and educational opportunities for children have included:

- A search for healthy foods
- A jungle word search
- A brushing calendar
- Coloring pages

"The children's Web site reaches thousands of people every day," said Sharon Duke, Director of TDP Marketing and Outreach. "United Concordia is dedicated to providing as many educational and informational resources as possible through its Web site." ■





TRICARE Dental Program

An Excellent Value

- Generous coverage
- Superior dental health care
- Decisions are health driven, not insurance driven
- High satisfaction with care
- Low out-of-pocket costs
- Easy access

United Concordia
 TRICARE Dental Program
 P.O. Box 69426
 Harrisburg, PA 17106-9426

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 TRICARE Dental Health Matters is published by the TRICARE Management Activity. Please provide feedback at www.tricare.mil/evaluations/feedback.



Tooth Extractions: What to Expect

In some circumstances, your dentist may recommend a tooth extraction as the best option to improve your oral health. Knowing what to expect and what to do after the extraction can help with the healing process.

According to the American Dental Association®, you should expect a small amount of bleeding after the tooth is removed. For the first 24 hours after the extraction, you should not smoke, rinse your mouth vigorously or drink through a straw. Any of these activities could dislodge the protective blood clot and delay your recovery.

In the days following a tooth extraction, if you have to rinse your mouth, do it gently with warm water. You can also brush and floss normally, but avoid the teeth next to the empty tooth socket for the first few days while it is healing. You can use a cold compress or an ice bag to help reduce pain or swelling.

You should also avoid the following for a few days after an extraction:

- Spitting
- Drinking carbonated beverages
- Touching the extraction site with your tongue or fingers
- Chewing on the same side as the extraction
- Smoking and using other tobacco products

One potential complication is dry socket, also known as alveolar osteitis. Dry socket occurs when the blood clot protecting the empty tooth socket is dislodged, exposing underlying bone and nerves and causing increased pain. Your dentist can recommend the best course of treatment should he or she diagnose a dry socket.

If your pain continues for more than a couple of days or intensifies, contact your dentist since dry socket can delay the healing process and prolong your discomfort. ■