



The Dentist is in ...

*Col. Gary Martin, USAF, DDS, MPH
Dental Care Division Director
TRICARE Management Activity*

Recently, the U.S. Food and Drug Administration announced that water bottlers are now allowed to claim that fluoridated water may reduce the risk of tooth decay.

“This is a big step forward in communicating the benefits of fluoridated water, especially for those who exclusively use bottled water and may not be getting the recommended amount of fluoride,” said Dr. Gary Martin, an Air Force Colonel, dentist and TRICARE Dental Care Division director.

Fluoride is a mineral that, when used in small amounts on a routine basis, helps to reduce the risk of tooth decay by strengthening tooth enamel.

It is important to be clear that this claim is not for use on bottled water marketed to infants for whom lesser amounts of fluoride are appropriate. According to Dr. Martin, “It is important to also be aware that excessive fluoride can increase one’s risk of ‘dental fluorosis’—a cosmetic discoloration of the tooth surface.”

Dr. Martin emphasizes, “We want to make sure that parents with infant children are aware of the sources and levels of fluoride to ensure their child receives the optimum amount while eliminating the risk of dental fluorosis.”

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It Is Never Too Early To Brush

When is the right time to start taking care of your baby’s teeth? According to the American Academy of Pediatric Dentistry, children as young as six months are susceptible to tooth decay, which means that you should start right away! Parents are encouraged to begin brushing their children’s teeth as soon as the first one appears. It does not hurt to brush even before then. Gently wiping your baby’s gums with a soft cloth or with a soft children’s toothbrush and water as early as birth will help to remove plaque acids and, ultimately, help to prevent tooth decay.

Guarding Against Tooth Decay

Early childhood caries, or “baby bottle tooth decay,” is a serious, but preventable childhood problem that can result in tooth loss, problems eating, speaking and even learning. However, there is help. Brush your child’s teeth twice per day, particularly after sugary meals and drinks with a children’s fluoride toothpaste.

Avoid putting your child down for naps or at bedtime with anything other than plain water. Formula, fruit juice and even breast milk contain natural sugars that have the potential to lead to tooth decay. If your child needs comforting, offer a clean, plain pacifier rather than a bottle or the breast. As your child approaches their first birthday, encourage them to drink from a cup rather than from a bottle.

Developing Healthy Habits

Not only does early tooth brushing help to prevent tooth decay, it also sets the foundation for a lifetime of good oral hygiene. Though they are temporary, baby or primary teeth are equally important as permanent teeth, as they hold space for permanent teeth to grow.

To make sure your children’s teeth are as healthy as possible, parents are not only encouraged to brush their children’s teeth, but also to floss, provide a well-balanced diet and to limit sugary snacks. Furthermore, you can use your TRICARE Dental Program benefit and arrange for your child to visit the dentist by his/her first birthday. This not only helps to familiarize your child with the dentist, but also helps to identify and treat potential dental problems early on. ■



The Dentist is in ...

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One source of fluoride, breast milk, is highly recommended by the American Academy of Pediatrics and known to be the most complete form of nutrition for infants. The use of breast milk is an effective means of ensuring appropriate fluoride intake.

However, parents and caregivers who opt to use infant formula are encouraged to be aware of the amount of fluoride their child is receiving. Ready-to-feed formula is the best choice to ensure your child receives the appropriate amount of fluoride. These types of formula are pre-mixed and do not require any water.

Liquid concentrate or powdered infant formula already contain the appropriate amount of fluoride and should be mixed with purified, distilled water or water that has low levels of fluoride to reduce the risk of fluorosis. These types of bottled water can be purchased locally at minimal cost.

Other sources of fluoride can be found in toothpaste and mouth rinses. It is important to monitor the amount of toothpaste your child uses and make sure none of it is unintentionally swallowed. A small pea-sized amount at each brushing is sufficient.

Fluoride mouth rinses are an effective way to help reduce tooth decay in older children and adults. Children under age 6 should **not** use fluoride mouth rinses.

Dr. Martin encourages parents to utilize the preventive benefits offered by the TRICARE Dental Program and to take their children to the dentist regularly.

“I want all children in the program to see a dentist by their first birthday and every six months thereafter. Doing so will help to ensure that your child’s teeth are healthy and will reduce the need for high-cost procedures in the future. This also provides a great opportunity for parents to discuss any questions they have about the amount of fluoride their child is receiving,” said Dr. Martin. ■



United Concordia

Sponsors

“Month of the Military Child” Drawing



United Concordia is proud to recognize and support April’s “Month of the Military Child” by sponsoring a Web-based, random selection drawing. Prizes will be awarded to military children of varying ages.

Children of active duty or National Guard and Reserve sponsors who are enrolled in the TDP are eligible for this drawing. To enter, simply complete the form found on the TDP Web site, www.TRICAREdentalprogram.com, between March 28 and April 26, 2007 and submit it online. Winners will be selected at random.

One first, second and third place prize will be awarded in each of the six TRICARE regions (North, South, West, Pacific, Europe and Latin America/Canada) for these four age categories:

Ages 0-4

First Prize: VTech V.Smile™ Baby

Infant Development System. This interactive educational system wirelessly connects with your television and may also be used in the car. Three different modes allow for learning at different stages of your child’s growth.

Second Prize: \$100 U.S. Savings Bond

Third Prize: \$25 AAFES Gift Certificate

Ages 5-7

First Prize: VTech Nitro Notebook™

Children choose from 80 arcade-style games to learn math, reading, Spanish, logic, music and more. The Nitro Notebook even reads stories aloud to teach phonics and build comprehension skills.

Second Prize: \$100 U.S. Savings Bond

Third Prize: \$25 AAFES Gift Certificate

Ages 8-12 and Ages 13-17

First Prize: iPod® Shuffle™

The iPod Shuffle is made by Apple. It holds up to 12 hours of continuous, downloadable music and weighs only ½ ounce.

Second Prize: \$100 U.S. Savings Bond

Third Prize: \$25 AAFES Gift Certificate

Only one entry per child is permitted. Winners will be announced on the TDP Web site (www.TRICAREdentalprogram.com) on May 10, 2007. Mailed or faxed entries will not be considered. Deadline for submission is April 26, 2007.

Best of luck to all who enter! ■

A Message Worth Repeating:

Update Your DEERS Record

One of the most important things you can do to be sure your family is eligible for TRICARE coverage is to ensure that your family's information is correct in the Defense Enrollment Eligibility Reporting System (DEERS).

DEERS is a database that maintains information for uniformed service members, their family members and all others who are eligible to receive military benefits, including the TRICARE Dental Program (TDP). United Concordia verifies your eligibility through DEERS. If any of your information is incorrect or outdated, coverage may be denied.

If you have recently experienced any of these TRICARE status-changing events, you should update this information in DEERS as soon as possible:

- Relocation to a new area
- Change in marital status
- Birth or adoption
- Student status for children ages 21 and over*

If you retire from active duty, the TDP is no longer available to you and your family. However, you become eligible for the TRICARE Retiree Dental Program (TRDP). For more information about the TRDP, visit www.tricare.mil.

Updating DEERS

Sponsors or registered family members may make address and contact information changes. However, only the sponsors can add or delete family members from DEERS. To notify DEERS of status changes, you can do so in these ways:

- Visit your personnel office or a uniformed services ID card-issuing facility. To find one near you go to www.dmdc.osd.mil/rsl/owa/home.
- Call 1-800-538-9552, Monday through Friday, 6 a.m. to 3:30 p.m. Pacific Time, except federal holidays.

For changes in phone number, address or e-mail, update DEERS like this:

- Visit www.tricare.mil/deers/update-info.cfm.
- Fax address changes to DEERS at 1-831-655-8317. Please remember to include the sponsor's Social Security number with faxed documents.
- Mail address changes to:

Defense Manpower Data Center
Support Office
Attn: COA
400 Gigling Road
Seaside, CA 93955-6771

**A child may be covered up to their 23rd birthday if he or she is in school full-time. Coverage ends on the child's 23rd birthday or at the end of that school year, whichever comes first. A child age 21 or over may also be covered if he or she is not married and is incapable of self-support because of a mental or physical disability and the condition existed prior to the child's 21st birthday—or if the condition occurred between the ages of 21 and 23 while the child was enrolled in a full-time course of study in an approved institution of higher learning and is or was at the time of the sponsor's death, dependent on the sponsor for more than one-half of his or her support. ■*



Are Your Teeth What You Eat?

We know that a healthy diet, including calcium-rich foods, is essential to maintaining strong bones and a healthy body. But can a healthy diet make your teeth stronger too?

According to a study conducted at the School of Dental Medicine at the State University of New York at Buffalo, a diet rich in calcium can help prevent the type of tooth loss that typically occurs as we get older. Eating a healthy diet not only helps prevent tooth loss, it can also help to strengthen the bone and areas surrounding the tooth.

What exactly is a healthy diet?

A healthy diet is one that consists of foods from each of the food groups such as fruits and vegetables; breads, cereals and grains; meat, poultry and fish; and milk, cheese and yogurt. When the foods you eat enter your mouth, they combine with bacteria and produce plaque acids that can ultimately lead to decay. Therefore, it is important to choose your meals wisely, eat a wide variety of foods and limit your intake of snack foods.

Though it is a good idea to limit your intake of sugary foods and drinks, you should be aware that many everyday foods such as fruits, breads, cereals, certain vegetables and milk contain natural sugar, which can also lead to tooth decay. Therefore, you should pay attention to how and when you are consuming them. Typically, it is better to consume starchy foods as part of a meal rather than as a stand-alone snack. This will enable more saliva to be released, which helps to wash food away and weaken plaque acid.

How can I add more calcium to my diet?

The United States Department of Agriculture recommends drinking low-fat or non-fat milk with meals, topping baked potatoes and fruit with yogurt and adding milk to oatmeal, coffee and smoothies as ways to increase your calcium intake. For those who don't or can't eat dairy, dark green, leafy vegetables such as spinach, kale and collard greens are an excellent source of calcium. Other calcium-rich foods include sardines, salmon (bone-in), soy products, breads, cereals and specially fortified juices.

Eating a healthy diet helps to make teeth healthy and strong; however, dentists still recommend brushing twice a day, flossing at least once a day and visiting a dentist every six months. ■

Preparing for Your Dentist Appointment

Communication is the Key

Take advantage of your time with the dentist by talking and asking questions about the care you're receiving. Communication between you and your dentist is critical in understanding exactly what your dental needs are and what options are available to you.

Everyone has questions for the dentist once in a while, no matter what procedure is taking place. So, to make sure you get answers to all your questions, it never hurts to write them down and bring them with you to your appointment.

According to the American Dental Association, some things you might want to ask your dentist include:

- What does your treatment recommendation mean? Don't hesitate to ask questions until you understand everything that will be done.
- Are there any other treatments available? How do they differ in cost and how long will the treatment last?
- In the list of treatment options, which are necessary, which are elective and which are cosmetic?
- What treatment is urgently needed and what can wait a little while?
- What should I do if I have to cancel an appointment, and how far in advance should I notify you if I have to miss an appointment?

You can work with your dentist in developing a treatment schedule to help you address dental issues requiring immediate care from others that can be worked on later. Your course of treatment can often be performed during a number of appointments over time. However, you should discuss the consequences of delaying treatment with your dentist.

By keeping your lines of communication open with your dentist and asking frequent questions about your treatment, you're ensuring a bright smile for years to come. ■

Protecting Your Privacy

As a member of the TRICARE Dental Program, you know that United Concordia and TRICARE are committed to providing you with high-quality, cost-effective services, but did you know that they are also committed to protecting your privacy?

Under law, every provider and health care plan must provide its patients with a Notice of Privacy Practices. This important notice details how and with whom your protected health information can be distributed. Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), you have the right to have information that readily identifies you such as your name, date of birth, address, e-mail address or past, present or future mental or physical condition kept private.

According to this policy, the Military Health System has an obligation to do these things regarding your privacy:

- Ensure that your protected health information is kept confidential.
- Inform you of legal duties and privacy practices as they relate to the use of your protected health information.

- Comply with the current Notice of Privacy Practices.
- Convey any policy changes to you.

If you have questions about the 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 TMA Privacy Officer.

You can receive a copy of the Notice of Privacy Practices one of three ways:

- Contact your MTF HIPAA Privacy Officer or access your MTF Web site.
- Visit www.tricare.mil/tmaprivacy.
- Send a written request to:

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

Tips for Making the Most of Your Next Dental Visit

There are few things that feel as good as walking out of your dentist's office with a bright smile and a clean set of teeth. Take care of your teeth every day with regular brushing, flossing and a well-balanced diet. Visit your dentist regularly for exams and cleanings (we recommend biannual exams). As a result, your teeth and gums will stay healthier. Also, your dentist will likely spot and treat problems early so extensive and complicated treatments can be avoided.

Even with the best care in the world, though, a visit to the dentist can make anyone feel a little nervous and apprehensive. Here are some ways to relax and feel more in control of your dental care:

- Schedule your appointment for a time when you won't feel rushed.
- Get a good night's sleep before your appointment.
- Avoid caffeinated or sugary drinks and food before you see your dentist.
- Do not drink alcohol the night before or day of your visit; it can lessen the effect of pain-numbing medication.
- Choose your dentist carefully (get referrals from friends and family).

- Talk to your dentist or dental hygienist about your concerns.
- Ask plenty of questions about procedures and treatments.
- Wear comfortable clothes.
- Bring a portable music player and headphones to play soothing music.

By taking advantage of the simple and effective tips, going to the dentist can be a stress-free experience in the future. ■



Early Activation and Your TDP Benefits

If you're a member of the National Guard and Reserve who has received early activation orders, it's important to know how those orders can affect your TRICARE Dental Program (TDP) enrollment.

Your delayed-effective-date active duty orders for more than 30 days in support of a contingency operation make you eligible for "early" TRICARE medical and dental benefits. These benefits begin on the date the orders were issued or 90 days before you report to active duty, whichever occurs later.

However, if you are enrolled in the TDP you may lose your eligibility for the program's benefits and coverage when you receive delayed-effect-date active duty orders. When you receive your orders you may be disenrolled from the TDP before your actual activation, reporting date or receipt of the orders.

Your eligibility for the TDP is solely determined by your Defense Enrollment Eligibility Reporting System (DEERS) status. When you receive your orders, you are then eligible for the same dental services provided to active duty service members.

You should call the United Concordia Companies, Inc., Enrollment and Billing Department at 1-888-622-2256

to verify your TDP enrollment and eligibility if you have received delayed-effective-date active duty orders.

You can also verify your eligibility for TRICARE benefits through the secure Guard and Reserve Web Portal Web site at www.dmdc.osd.mil/appj/esgr/index.jsp. If the employer input page appears, click the "Back" button located on the bottom of the "Employer Input" page. For assistance with an eligibility problem, you should contact your service point of contact listed on the TRICARE Web site at www.tricare.mil/reserve/reservepoc.cfm.

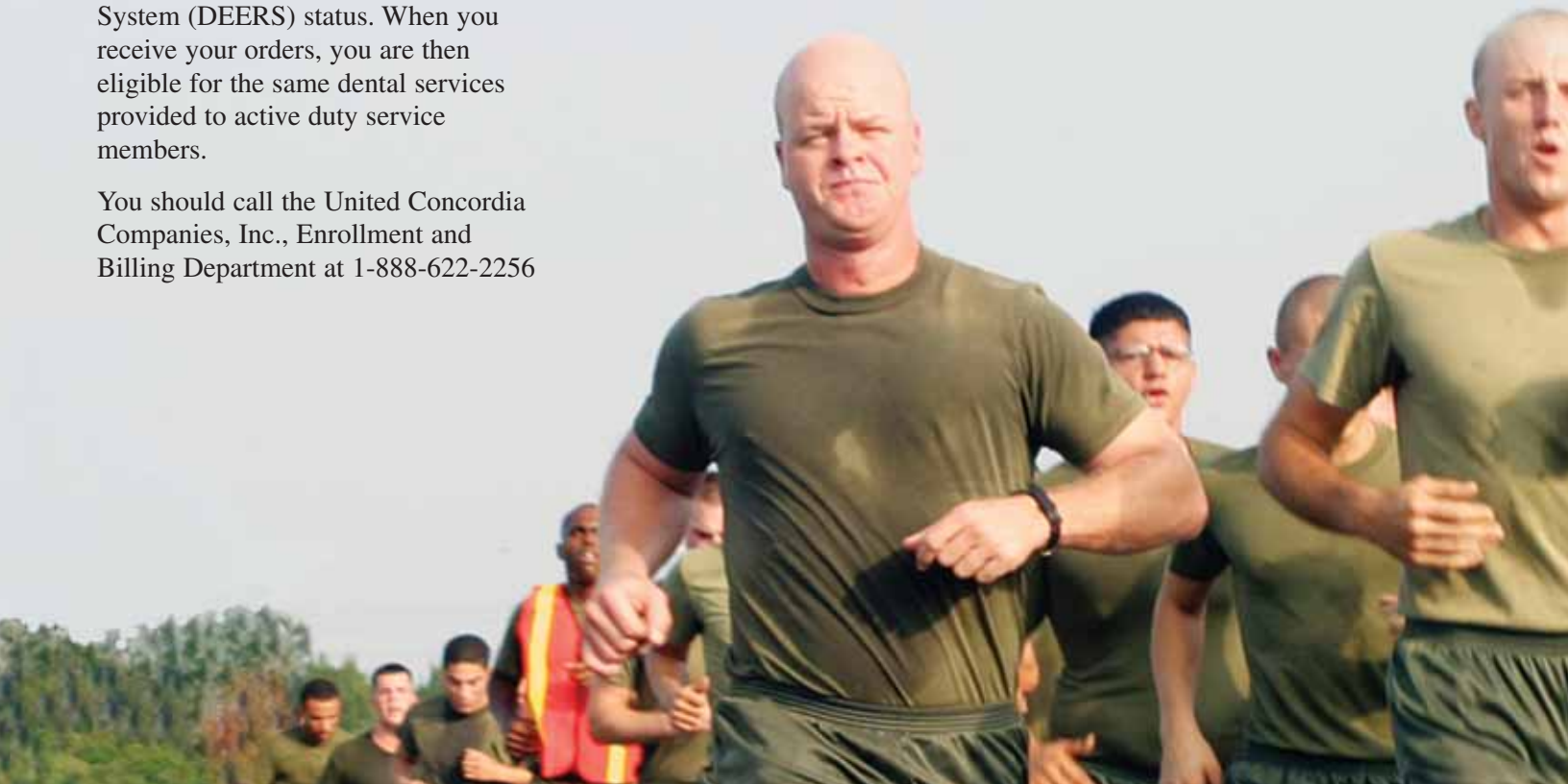
Once on active duty and assigned to a military base, you will receive dental care at the local military dental treatment facility (DTF). Dental claims for payment received by United Concordia will be denied.

If you are serving in a remote location and do not have access to a DTF, your dental care is covered through the Tri-Service Remote Dental Program (RDP). The RDP provides active duty service members living and working

more than 50 miles from DTFs access to appropriate and needed dental care. If you are on continuous active duty orders for more than 30 days, and enrolled in TRICARE Prime Remote for medical coverage, you are automatically eligible for the RDP.

Reservists and National Guardsmen seeking covered routine and specialty dental services through the RDP must contact the Military Medical Support Office (MMSO) at 1-888-MHS-MMSO (1-888-647-6676) to determine covered benefits and treatment guidelines prior to receiving any services. Information on the RDP is also available at the MMSO Web site at <http://mms0.med.navy.mil>.

Additional information on "early" TRICARE benefits is located on the TRICARE Management Activity's Web site at www.tricare.mil/Factsheets. Select "Browse A to Z" and then click "'Early' TRICARE Benefit for Some Activated National Guard and Reserve Members and Family Members" from the available list. ■



Stop Smoking, Smile Brighter

If you quit smoking now, you will not only improve the health of your heart and lungs, but you will also start developing healthier teeth and gums and a brighter smile.

Cutting tobacco products out of your life—cigarettes, cigars or smokeless tobacco—is the first step in protecting yourself against the possibility of oral cancers. Smoking cigarettes or cigars not only harm your heart and lungs, they damage your gum tissue causing it to recede; leaving your teeth vulnerable to decay.

If you use tobacco products, the American Dental Association advises that you keep an eye out for these

early signs that could indicate oral cancer:

- Any sign of irritation, like tenderness, burning or a sore that will not heal
- Pain, tenderness or numbness anywhere in the mouth or lips
- Development of a lump, or a leathery, wrinkled or bumpy patch inside your mouth
- Color changes to your soft oral tissues (gray, red or white spots or patches), rather than a healthy pink color
- Difficulty chewing, swallowing, speaking or moving the jaw or tongue
- Any change in the way your teeth fit together

See your dentist or physician if you notice any of these changes.

According to Dr. Gary Martin, an Air Force Colonel, dentist and TRICARE Dental Care Division director, oral cancer is a disease that takes a tremendous toll on its victims. “The sad thing is the survival rate for oral cancer is very low,” he said. “Surgery to remove the cancer is often disfiguring and your five-year survival rate is poor.” ■

Military Widow Author Enlightens TDP Staff

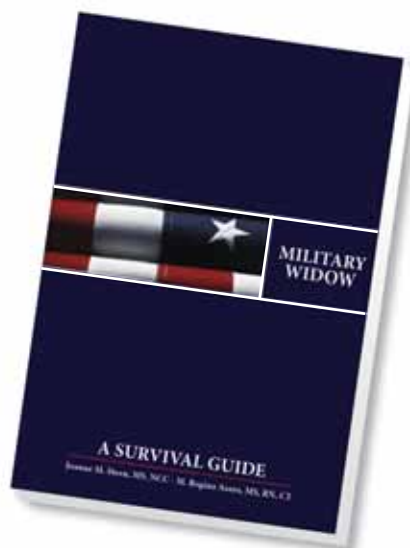
On Oct. 27, 2006, Ms. Joanne Steen, co-author of *Military Widow: A Survival Guide*, briefed over 300 of United Concordia’s TDP Customer Service, Enrollment and Billing and Claims staff members.

Ms. Steen is a military widow who has been counseling other military widows for over 10 years. Her presentation, titled “Practical Tips for Working with Grieving Beneficiaries,” provided insight and education of grief, defined the complexity of military grief and provided tips on working with survivors.

Ms. Patricia Letnaunchyn, manager of United Concordia’s TDP Customer Service Department remarked, “My team really appreciated her words of wisdom on a seldom discussed topic. Her presentation will enable them to be more supportive and effective at meeting the needs of all of our military families—most importantly those who lost a loved one while serving in the military.”

Those sentiments were echoed by numerous TDP staff who noted Ms. Steen’s presentation gave a unique and informative perspective on the subject. It also provided a compassionate look at what spouses and families go through following the death of the military family member. Additionally, the brief provided them with tools for helping the TDP staff connect with and assist survivors.

The United Concordia TDP staff wishes to express sincere appreciation to Ms. Steen for her outstanding presentation. For more information regarding this subject, to include ordering the book *Military Widow: A Survival Guide*, please visit www.militarywidow.com. You can also contact Ms. Steen at Joanne@militarywidow.com. ■



What is a “NARF” and When Do I Need One?

What does “NARF” mean and what is it used for?

A NARF is a Non-Availability and Referral Form. NARFs are required for all dental implant and orthodontic services provided by approved OCONUS (outside Continental United States) Host Nation Providers (HNPs).

Dental implant and orthodontic procedures received from any HNP without approved NARFs are not reimbursable by either United Concordia or the government. **Note:** If you receive either dental implant or orthodontic services from an OCONUS HNP without first obtaining the required NARFs, you will be responsible for the entire cost of the dental implant or orthodontic care.

I reside in a non-remote OCONUS location where there is a military overseas dental treatment facility (ODTF). Will the ODTF provide all of my dental care?

Availability of dental services varies in OCONUS ODTFs. ODTF size, staffing and mission requirements affect OCONUS access to care. Check with your military ODTF as to what dental services they can provide.

ODTFs may offer an initial NARF for dental implants, orthodontic examinations and treatment plans to be received from HNPs. A second NARF to approve the actual dental implant or orthodontic care must be received from your OCONUS TRICARE Area Office (TAO).

I reside in a remote OCONUS location and will receive all of my dental care from HNPs. How do I obtain a NARF for either dental implant or orthodontic services?

NARFs may be obtained from your local point of contact or the TAO. Both an initial NARF for the dental examination and treatment plan and a second NARF approving the actual treatment are required.

I reside in CONUS, but am planning on receiving my orthodontic and dental implant services from an OCONUS HNP. Do I need a NARF?

Yes, you must follow the same procedure as if you resided in an OCONUS area. You must contact the TAO in the OCONUS location in which you would receive orthodontic or dental implant care to request the NARFs.

How do I receive approval for other HNP dental treatment?

All other TDP-covered dental services can be received from approved HNPs without a NARF in either remote or non-remote OCONUS locations. This means that you don't need to seek approval from either the local ODTF or TAO prior to receipt of care for TDP-covered services from an approved HNP.

I received my initial NARF approving the examination and treatment plan for the dental implant or orthodontic care. How do I know what out-of-pocket expenses will be incurred for the treatment?

Patients are recommended to seek a pre-determination of payment from United Concordia for all complex dental treatment plans, not just dental implants or orthodontic care. To submit the predetermination request, complete a TDP OCONUS Claim Form (available from your ODTF or online at www.TRICAREdentalprogram.com). Be sure to include a statement from the HNP identifying the total cost of all treatment needed. United Concordia will review and provide the patient with a summary of the covered costs. There is a maximum benefit of \$1,200 per contract year, per patient. The contract year is February 1 through January 31 each year.

How do I find an approved HNP or contact my TAO?

The HNP listing is available from the ODTF or the TAO. TAO contact information is listed below:

- **Europe:** 0049-6302-67-6358; www.europe.tricare.osd.mil
- **Latin America and Canada:** 706-787-2424 or 888-777-8343, option 3; <http://www.tricare.mil/tlac>
- **Pacific:** 81-6117-43-2036; www.tricare.mil/pacific

Where else can I find information on the TDP in OCONUS?

Visit the TDP Web site at www.TRICAREdentalprogram.com. The Web site contains specific information on the OCONUS TDP. The entire (TDP benefit booklet), (TDP brochure), TDP forms, *TRICARE Dental Health Matters* newsletters and dental health information are also available on the site.

You can also call United Concordia at 1-888-418-0466 (toll-free, where available) or 1-717-975-5017. ■

Help Prevent Fraud and Abuse

The TRICARE Management Activity and United Concordia take a strong stand against fraudulent and abusive practices. Fraud and abuse can take many forms, including:

- Submitting claims for services not rendered
- Submitting claims for non-covered services disguised as covered services
- Identity thefts—submitting claims for a non-eligible individual as a covered beneficiary
- Duplicate claim submissions
- Misrepresentation by the dentist of his or her credentials
- Concealment of information (by the dentist) regarding business practices which disqualify him or her as an authorized TDP dentist
- Improper billing practices, including submitting claims for unnecessary dental services
- Routine waiver of member cost-share

You have the ability and opportunity to detect any fraud that may have occurred. The key is careful review of your Dental Explanation of Benefits (DEOB). Make sure the information on the DEOB matches the services you received by verifying the following:

- Date of service
- Type of services rendered
- Payment issued was for the actual services rendered
- Actual provider of care

Reporting Fraud and Abuse

If you believe a dentist or entity has received insurance money through the submission of a false claim, you should report this information to United Concordia's Special Investigations Unit (SIU).

United Concordia provides several ways for enrollees to contact the SIU:

- Visit our Web site at www.TRICAREdentalprogram.com.
 1. Select the "Enrollees" link from the homepage.
 2. Select the "Fraud and Abuse" link and click the "Online Fraud Complaint Form."
- On the same Web site in the Forms/Materials section, click the "Online Fraud Complaint Form."
- Submit written correspondence to:

Special Investigations Unit (SIU)
United Concordia
4401 Deer Path Road, DP-4E
Harrisburg, PA 17110
- Contact the toll-free Fraud Hotline at 1-877-968-7455. The SIU maintains a 24-hour confidential voice mailbox for reporting suspected fraud. ■



What's New at www.TRICAREdentalprogram.com?

With just a few clicks of your mouse on the TRICARE Dental Program's (TDP) Web site, you can find answers to many of the questions you have about your dental health and program benefits.

Everything you need for better dental health from information about how to choose a dentist, to infant and toddler dental care, to how your diet can affect your teeth is available on www.TRICAREdentalprogram.com, United Concordia's TDP Web site.

When you click on the "Dental Health" tab you'll find several articles divided by adult and children's topics. Many of the articles like "Basic Oral Care," "Diet and Tooth Decay" and "The Facts about Bottled Water" come

directly from the American Dental Association.

In December, United Concordia added several new articles to the "Dental Health" section including:

- "Helping Smiles Stay Bright"
- "The Dentist Is In..."
- "Fluoride—The Building Block of Stronger Teeth"
- "TDP: There When You Need It Most"
- "Pregnancy and Your Dental Health"

Another recent addition to the TDP Web site is a quick link to information for National Guard and Reserve members who are enrolled in the program or wish to enroll in the TDP. The link is located in the green bar at the top of the TDP Web site, just click

on "Search Here" to be directed to the "National Guard and Reserve" page.

Also featured on the Dental Health section of TDP's Web site is a glossary of dental care terms to help you better understand some of the terms your dentist may be using. These terms range from "Abrasion," which is the loss of tooth structure caused by a hard toothbrush, poor brushing technique or bruxism (grinding or clenching the teeth while sleeping), to "Xerostomia" or dry mouth or decrease in the production of saliva.

Two other recent additions to the "Enrollees" page are direct links to the TDP's European Host Nation Provider information, and a link to the online version of this publication, *TRICARE Dental Health Matters*. ■

United Concordia Visits Walter Reed Military Medical Center

On Dec. 18, 2006, TRICARE Dental Program (TDP) representatives traveled to Walter Reed Military Medical Center, Washington, D.C. to show United Concordia's support of our military service members who were wounded in Iraq and Afghanistan. They also met with many of their family members who were visiting their loved ones. This visit turned out to be an eye-opening, touching experience these representatives will never forget.

Sharon Duke, director, TDP Marketing & Outreach; Linda Zimmerman, TDP Special Projects; Janice Taylor, TDP Dental Benefits advisor; and Stacey Chubb, United Concordia Professional Affairs visited and brought dental

supplies to a dozen in-patient soldiers, sailors, marines, airmen and their families.

"It was a life-changing experience," stated Ms. Zimmerman. Ms. Taylor remarked, "I am amazed at how optimistic they are. It touched our hearts that the majority of them want to return to the war zone to help their fellow Americans."

United Concordia is honored to have the privilege of meeting these patriots and their families, and representatives plan to visit our service men and women at Walter Reed every quarter. ■



TRICARE Dental Health Matters



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

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

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



Floss Once a Day, Every Day!

Many people know that proper brushing twice a day is an effective way to clean the exposed surfaces of your teeth. However, flossing is just as important in helping to maintain good oral hygiene.

Flossing daily helps to get rid of the food particles that collect between your teeth and along the gum line where the bristles of your toothbrush cannot reach. Flossing also helps to remove plaque. Plaque is a soft, sticky film that is formed by the growth of bacteria and the main cause of tooth decay and gum disease.

The American Dental Association (ADA) recommends flossing once a day to help reduce the risk of tooth decay and gum disease. Flossing is most effective when done properly. To achieve the greatest benefit out of flossing the ADA offers these reminders:

- Guide the floss between your teeth using a gentle rubbing motion. Never snap the floss into the gums.
- When the floss reaches the gum line, curve it into a C shape against one tooth.

- Gently slide it into the space between the gum and the tooth.
- Hold the floss tightly against the tooth. Gently rub the side of the tooth, moving the floss away from the gum with up and down “scrubbing” motions.
- Don’t forget the back side of your last tooth.

You may prefer to use another kind of inter-dental cleaner. These aids include special brushes, picks or sticks. Ask your dentist about the types of dental care products that would be best for you and how to use them properly. ■

