

To Our Members,

The health and safety of our members and our team is our top priority at MCNA. Over the past few weeks, we have all learned a lot about the new virus COVID-19. It has had a great impact on our world in a very short amount of time. We share in the deep concerns felt by so many. We want to do all that we can to help keep our communities and our loved ones safe and healthy.

On behalf of all those who work at MCNA, I would like to share with you the ways in which we are working to respond to the spread of COVID-19. Our goal is to keep our members, our network dentists, our staff, and our partners safe.

Part of our response is active monitoring. We gather data each day from state and federal leaders. This data helps us to know how the virus may affect us. Our efforts prepare us to quickly act and make changes that will ensure a high level of safety.

The Steps We Are Taking:

- **Ensure access to dental care** - Our Member Services and Case Management teams are working around the clock. Their goal is to ensure that our members have access to the dental care they need. We are helping members reschedule preventive dental visits to future dates to keep families healthy and well.
- **Limit travel and meetings** - We are taking common sense steps to help protect our people. We have canceled all large in-person meetings. We have also put a strict travel policy in place. These steps will help us do what we can to help prevent the spread of the illness.
- **Support the needs of our team** - We are making it easy for our people to take the time they need to take care of themselves and their loved ones. We have a new process in place in the event that any of our staff members are directly affected by COVID-19.
- **Increase daily cleaning measures** - We are ramping up the cleaning service at our offices. This includes added cleaning for all doors and bathrooms. We are also stocking cleaning supplies for our staff to use. Things like wipes and hand sanitizers are present in each office area.
- **Keep our providers informed** - We are keeping our network of dentists informed of the latest news about COVID-19. Our team is sending bulletins and portal messages to our network dentists as needed. These efforts will help to ensure that our members can safely access needed dental care.

MCNA's leaders remain in constant contact with a wide range of local and national experts. We will continue to make informed choices based on their data and input. We will continue to share information with you when new updates occur.

Our expert Call Center team is always ready to help our members schedule preventive dental visits up to 6 months in the future. We will assist you to ensure that your dental care needs are met. Please

A Word From MCNA About COVID-19

MCNA Dental • To All MCNA Members



call us if you need urgent care. Our Member Hotline Representatives can help you find a dentist who can see you.

Our members are the heart of our company. We are deeply committed to your safety. Links to the most current news about COVID-19 are listed below. Please visit them to learn more.

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Once again thank you for your support. I wish you and your loved ones the best during this difficult time. We are all blessed to live in a caring nation that unites in times of crisis.

Sincerely,

Glen Feingold
Chief Operating Officer of MCNA Dental