

Dear PrimeCare Community,

As COVID-19 (coronavirus) continues to impact the nation and our community, with modified guidelines being issued at least weekly, we must continue to take precautions to protect the health of our staff, members, clients and providers.

PrimeCare Benefits (PCB) has extended temporary measures to keep employees, members and their families safe from COVID-19 through at least the end of 2020. While a small number of staff members have returned to the office, a majority are still working remotely. PCB does remain fully staffed and will maintain normal customer service call hours from 8 A.M. - 5:30 P.M. All telephone calls will continue to be answered, as well as emails and faxes received.

In an effort to protect our community, PrimeCare will continue not allowing visitors to our office. We understand that this may be inconvenient, but believe it is in the best interest of all to keep in-person interactions to a minimum.

Walk-In Service for members and providers will remain closed. We will not receive hand delivered claims from provider offices. Provider checks will not be available for on-site pick up. Mail delivery via USPS has become somewhat unpredictable, with delays in delivery occurring often. We continue to work within the industry to find alternate methods for communication, including methods for our providers to deliver needed information to us without delay. We strongly suggest that our dentist providers utilize electronic claims delivery to insure that we receive your claims on a timely basis. Our professional services team is available to help you find an electronic claims vendor that works with us. Please do not hesitate to reach out to them. Checks will be mailed to addresses on file.

We will continue to work with and follow all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), state and local public health departments as the situation continues to evolve.

At PrimeCare Benefits, we value your relationship and sincerely hope you and your loved ones are staying healthy and safe during this challenging time.

For questions and inquiries, contact us at <https://nevadadentalbenefits.com/contact.php>.

Sincerely,

A handwritten signature in black ink, appearing to read "Fred L. Horowitz", written in a cursive style.

Fred L. Horowitz, DMD
President