



July 12, 2024

Philip Rice
11268 E Linvale Dr
Aurora, CO 80014

Member Number: D5SYZR

Dear Philip,

On June 21, 2024 we received your complaint regarding your frustration with being over-charged for dental services rendered by Dr. Kazhall Talebpour with Aurora Modern Dentistry.

Your satisfaction is very important to us, and we sincerely apologize for any difficulties you may have experienced as a member of Devoted Health. Being informed of such incidents allows us to identify any trends in the quality of service provided to our members, and we appreciate you taking the time to keep us informed.

We forwarded your concerns to Delta Dental for further review. On 07/11/2024, Delta Dental reviewed this grievance and all the submitted information. Based on their review, Delta Dental confirmed that the claim dated 01/15/2024 was processed correctly under your AARP plan with payment of \$530.00, and patient liability of \$530.00.

Additionally Delta dental found that they did make an overpayment in the amount of \$530.00 with the Devoted Health plan. On 07/10/2024 delta dental processed the claim and initiated a recovery for the overpayment.

As outlined in our Evidence of Coverage (EOC) on pages 64-65, you are only covered for the dental services, codes and limits listed in the [EOC]. It is recommended that you work with your in-network dentist to check benefit eligibility prior to obtaining dental services. Any dental services that are furnished that are not listed as a covered code, or if you exceed any dental benefit limitation or annual dental coverage maximum, will not be covered by Devoted Health and you will be responsible for the full cost. To view your EOC and a list of covered dental procedures and their frequencies, please visit www.devoted.com/plan-documents.

Devoted Health is an HMO and PPO plan with a Medicare contract. Our D-SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal
H1290_19M391_C



If you and your dentist are unsure of your benefits for a specific course of treatment, Devoted Health recommends that you ask for a pre-treatment estimate, also known as advanced determination. You should ask your dentist to submit the claim form in advance of performing the proposed services. Before treatment begins, you'll receive information on whether the services are covered and an estimate of your share of the cost and how much Devoted Health will pay.

If you have any questions regarding the above information, or need assistance with locating an in-network dentist, please contact Delta Dental's Customer Service at (855) 251-9742.

On behalf of everyone at Devoted, we want to apologize for your experience. We take this feedback very seriously, and will use this to improve our services in the future for you and our other members. We apologize for your poor experience and any inconvenience or stress this caused.

This letter ends our formal grievance process. If you have any additional questions or concerns, please call us at 1-800-DEVOTED (1-800-338-6833). Our guides will be happy to provide assistance. TTY users can dial 711. We're here from 8am to 8pm, Monday to Friday. From October 1 to March 31, we're here from 8am to 8pm, 7 days a week.

Sincerely,

Brandi H.
Appeals and Grievances
Devoted Health



Non-Discrimination Notice

Devoted Health complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Devoted Health

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-800-338-6833** (TTY 711). This is a free service. Hours are 8am to 8pm, 7 days a week from October 1 to March 31, and 8am to 8pm Monday to Friday from April 1 to September 30.

If you believe that Devoted Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

Devoted Health – Appeals & Grievances
PO Box 21327
Eagan, MN 55121
Fax: 1-877-358-0711

You can file a grievance by mail, fax, or phone. If you need help filing a grievance, call us at **1-800-338-6833** (TTY 711).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.