

March 12, 2020

## **Delta Dental of Arkansas' Response to COVID-19 and Our Commitment to Our Customers**

As the novel coronavirus (COVID-19) continues to spread in the U.S. and across the globe, we want to take a moment to let you know what Delta Dental of Arkansas (Delta Dental) is doing to respond to this public health emergency.

First and foremost, Delta Dental's number one priority is the safety and well-being of our employees, clients, families, and the communities in which we live and work.

Our Senior Leadership and Business Continuity teams are monitoring the COVID-19 public health emergency and are actively putting measures in place that ensure both safety for our people and business continuity for our clients.

We are assessing the situation continually, remaining vigilant, and following all recommendations from the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and local authorities.

Delta Dental continues to develop, update and share guidance with our employees so they are fully informed on how to protect themselves, their families and our clients against transmission of the virus.

Be assured that while we remain focused on the health and safety of our employees and those around us, we also are focused on continued service to our clients. We are taking the necessary precautions to maintain a safe working environment. We have taken steps to make sure we can continue to deliver the level of quality, excellence and timeliness you expect from us during these unique circumstances.

Delta Dental has long been committed to a flexible workplace, and we have the technological, cultural and operational infrastructure for the company to work virtually, should the need arise. In the event of our employees transitioning to working from home, we plan to keep certain areas of our office open with minimal staffing by those people who absolutely cannot work from home and need access to equipment that is not mobile (e.g., mailroom services and scanning of claims documents).

As we navigate this time of uncertainty together, we want to reaffirm Delta Dental's commitment to our clients, members, and providers. As you are aware, this is an evolving situation, and we will share more information as it becomes available.

We hope that you and your loved ones are well, and we are here if you need us.

Yours in good health,

Delta Dental of Arkansas