



UnitedHealthcare is here to help oral health providers and patients stay informed as the resumption of routine dental care begins, subject to applicable state requirements and mandates. We know that managing the health of your patients and your team members while revising operational protocols is not an easy responsibility, and we are here to support your transition in returning to normal.

There are considerations and adaptations that providers should consider evaluating during this time of office re-openings, including:

- How to implement social distancing measures
- Training staff on new operational procedures and retraining on existing processes
- Applying personal protective equipment (PPE) guidelines
- Continuing to reinforce the safety and importance of routine dental care.

As these regulations and mandates continue to evolve, State Boards of Dentistry have started outlining recommendations on implementing the guidelines set forth by the Centers for Disease Control (CDC), the American Dental Association (ADA) the U.S. Department of Health and Human Services (HHS), and other regulatory bodies and industry groups, including:

- [Clear and concise guidance](#) for [infection prevention](#) and control to dental offices in the early stages of reopening
- An [interactive state map](#) with daily updates on state-specific requirements and dates for office reopenings
- Up-to-date guidance and information on [infection control](#), [teledentistry](#) and [COVID-19 testing](#)

While there are many continuing education webinars resources available pertaining to revised dental practice management guidelines in light of COVID-19, the [ADA's Return to Work Interim Guidance Toolkit contains particularly useful practice management advice](#). The Toolkit includes sample patient letters, pre-treatment guidance, operational checklists, recommended supplies and other strategies to protect you, your staff, your patients and your practice. While subject to change due to shifts in governmental and industry guidance, these resources are a great start in leading your team to success and your patients back to great oral health.

UnitedHealthcare's top priorities are protecting the health of our members and the safety of those who deliver care. As this situation evolves, we are committed to adapting and supporting those we serve. We are committed to business continuity and assisting you. Our call center is staffed, all self-service capabilities are available, and claims are being processed so you have the support you need pertaining to UnitedHealthcare members.