



## Delta Dental of Washington

### Delta Dental of Washington Privacy Statement

At Delta Dental of Washington, our mission — our business — is to improve the oral health of people in Washington State. We do this by championing research into progressive new treatments, by making proven innovations available through our family of Delta Dental Plans, by working closely with member dentists, and by offering smooth and efficient claims-handling services.

In all of these business activities, information gathering and sharing play vital and necessary roles. We want to assure you that while our first priority is to improve your oral health, we are also committed to safeguarding your privacy. That's why we want you to understand how we use "nonpublic personal information" such as your name, address and Social Security number to administer your dental benefits coverage and serve you better.

In our efforts to deal appropriately with nonpublic personal information, the board of directors of Delta Dental of Washington directed the formation of the Health Information Oversight Committee in 1996. This committee, composed of dentists, physicians and qualified public representatives and consumers, established Delta Dental of Washington's policies for nonpublic personal information disclosure. Oversight of these policies is now part of the DDWA Board of Director's Audit Committee's function. We value this oversight for its integrity and capacity to review our activities and practices.

#### Confidentiality and Security

In compliance with state and federal standards, as well as our own commitment to privacy, Delta Dental of Washington maintains physical and electronic safeguards to protect nonpublic personal information. Policies and procedures have also been implemented which limit access to this information on a "need-to-know" basis, when services are provided to our subscribers.

#### Information We Collect

In order to administer the dental coverage provided through your employer, Delta Dental of Washington collects demographic data, dental history and other nonpublic personal information. This information is used for positive identification, accurate record keeping and claims processing. Most of the information we have about you comes directly from you in the form of applications, forms and other communications. We also gather nonpublic personal information from employers, insurance producers, dentists and other dental care providers, regional dental consultants, other Delta Dental Plans and other sources as permitted by law.

#### Information We Share

In the process of administering your dental benefits coverage, we may share or verify nonpublic personal information. Information is shared for the purpose of administering your dental benefits, and it is shared with select parties who need the information to help us to better serve you, or as permitted by law.

**Your other health care benefit companies** — Demographic information such as your name, address and Social Security number, as well as information about your dental coverage, treatment and history may be shared with other benefit companies through which you and your family members may also be covered. We do this to ensure the highest level of continuity between your benefits.

**Your employer and/or your employer's insurance producer** — Occasionally, information you've provided Delta Dental of Washington may be verified with your employer and/or your employer's insurance producer. The types of nonpublic personal information we exchange with these parties is limited, and typically includes information that your employer already has, such as your employment status, your current address, the names of your dependents and other demographic types of information.



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**Dental providers** — Delta Dental of Washington may share your demographic profile, dental benefit information and dental history with your dentist. The same types of information may also be disclosed to regional dental consultants — dentists we contract to review subscribers' dental care for quality and continuity. Both your dentist and our regional dental consultants are bound to protect your privacy according to applicable state and federal laws and regulations.

**Business associates** — Delta Dental of Washington is committed to providing you with the highest quality products delivered with the highest level of service. To ensure the efficient delivery of services, we enlist the help of outside resources — such as customer service and claims processing companies — as well as printing and mailing firms. These associates are granted access to the minimal amount of personal information necessary to perform their jobs.

If you have questions or concerns about our policies and practices, please call our automated privacy hotline number: (206) 526-7695 or toll-free (888) 338-0172.