

INSURANCE PROGRAMS

ACTIVE DUTY FAMILY MEMBER DENTAL PLAN (FMDP)

Managed by

United Concordia Companies, Inc.

Congress established the FMDP for the family members of the seven uniformed services (Army, Navy, Air Force, Marine Corps, Coast Guard, Public Health Service, and National Oceanic and Atmospheric Administration).

Participation in this plan is voluntary and the active duty member (also referred to as "sponsor") must pay a portion of the premium. Active Duty Members, reserve members, guard members, and retired members and their families are not eligible.

To be eligible for the FMDP, the sponsor must be on active duty for 30 consecutive days (at least 24 months in duration), and intend to remain on active duty for no less than 24 months.

To enroll, the active duty sponsor must initiate enrollment of family members through the servicing finance office using a DD Form 2494 or 2494-1. Only one military sponsor can enroll the same family members.

For further information call:

1-800-866-8499 or

www.ucci.com

TRICARE RETIREE DENTAL PROGRAM

The DELTA Select USA / TRICARE RETIREE Dental program is a new dental program authorized in the National Defense Authorization Act of 1997.

It is a preferred-provider organization (PPO): a fee for service program in which you can go to any dentist, but there are advantages to receiving treatment from a DELTA Select USA dentist.

To enroll, complete and send your enrollment form with a check payable to Tricare Retiree Dental Program or enroll over the telephone by credit card (VISA or MasterCard) by calling (888) 838-8737

ARNG SOLDIERS

FREE DENTAL CARE

Available for Class 3 and 4 Conditions!

Go to www.arngdental.com

Call, 1-888-901-6609 and have form DD form2813

AR SOLDIERS

FREE DENTAL CARE

Available for Class 3 and 4 Conditions!

Go to www.USARDentalBytes.com

Call, 1-800-666-2833 and have form DD form2813

DENTAL MISSION

- **Project** a Healthy and Protected Force. Ensure our military forces are deployed in a state of optimal dental health, equipped to protect themselves from dental disease and emergencies.
- **Support** the Reserve Components. Ensure the mobilized reserve units are ready and meet the same requirements as the active forces under any contingency.
- **Manage** the Dental Health Care of the Soldier, their families, and the Total Army. Provide cost-effective, quality care in our dental clinics and market insurance programs to support other eligible beneficiaries.

HQS, USA DENTAL ACTIVITY
Bldg. 577 Sternberg Avenue
Fort Eustis, VA 23604

PATIENT INFORMATION PAMPHLET 2011



TIGNOR DENTAL CLINIC
(757) 878-3434 EXT 253/254

Welcome to
TIGNOR Dental Clinic
Bldg 669 Monroe Ave
Ft. Eustis, VA 23604
(757) 878-3434 ext 253/254

The student population, AIT are given routine appointments for Class 3 dental care. Class 3 dental care is available by a stand-by system. If any soldier cancels or fails an appointment and you are in the clinic you may be seen during that appointment time.

Clinic Operating Hours
0730 - 1600 M-F
Sick Call 0730- 0900 M-F

After hours emergencies report to the AOD Desk at McDonald Army Community Hospital or call(757) 314-7859 / cell (757) 508-2949.

Smoking Cessation Assistance Available at MACH (757) 314-7945.

Dental Readiness

Student appointments can be made by calling 757-878-3434 ext 240 MS Garrison

Permanent party appointment can be made by calling 757-878-3434 ext 253

Dental Classifications

- **Class 1** Soldiers who require no dental treatment.
- **Class 2** Soldiers whose existing dental condition is unlikely to result in a dental emergency within 12 months.
- **Class 3** Soldiers who require dental treatment to correct a dental condition that is likely to cause a dental emergency within 12 months.
- **Class 4** Soldiers whose fitness status is unknown, those that require a dental examination and / or those soldiers without a panograph in their record.
- ***Class 3 and 4** Soldiers are non-deployable

FAILED APPOINTMENT POLICY

Failed dental appointments cause a waste of valuable professional time and deprive you and others of dental treatment.

An appointment is considered failed if you have not reported to the clinic by your appointed time. Cancellations should be made at least twenty four hours in advance.

Failed appointment procedures: You will be counseled after the first failed appointment. A subsequent failed appointment will be reported to your chain of command requesting written assurance that you will comply with future appointments. A third failed appointment will require that all future appointments be made by your supervisor.

This policy is not made to create a hardship on patients, but is intended to eliminate wasted professional time and provide services for those desiring treatment.

More Information

In/Out Processing
0900-1100 M-F
1200-1400 M-F

To avoid inprocessing scheduling conflicts, no routine dental appointments will be scheduled while soldiers are inprocessing at Ft. Eustis.

Orthodontic Services

Not available at Ft. Eustis. For further information on this subject ask your dentist or hygienist.

Dental Appointments

May be scheduled in person or by phone - may we suggest you stop by the clinic prior to your appointment time to obtain an appointment slip for appointments made over the telephone.
(757) 878-3434 ext 253/254

Cancellations

Must be made 24 hours in advance. Failure to cancel or reschedule with proper notice results in a failed appointment.

Healthy Soldiers and their families are our credentials.