

## TRICARE Active Duty Dental Program (ADDP)

### Important Information for Remote Active Duty Service Members

#### Emergency Dental Care Options

To ensure the safety of both patients and dental staff during the COVID-19 pandemic, the American Dental Association (ADA) is requesting that all elective (non-emergency) dental procedures be postponed at this time. In response, the ADDP has included teledentistry as a mode of **emergency** dental diagnosis to assist ADDP-eligible **Remote** ADSMs who are experiencing a dental emergency. Allowing a teledentistry as a mode of treatment means that ADDP Remote ADSMs can receive an emergency dental diagnosis from the comfort of their home or current location. So what should you do if you are experiencing a dental emergency?

1. Contact your dentist. The dentist can decide how to perform the emergency diagnosis (office visit or via teledentistry).
2. Call United Concordia's dental emergency line at 1-800-858-0051.\* A United Concordia customer service representative can help you find a dentist who can assist.

#### What is considered a dental emergency?

Dental emergency care includes any treatment necessary to relieve pain, treat infection, or control bleeding. According to the ADA, dental emergencies are "potentially life threatening and require immediate treatment to stop ongoing tissue bleeding [or to] alleviate severe pain or infection. Conditions include uncontrolled bleeding; cellulitis or a diffuse soft tissue bacterial infection with intraoral or extraoral swelling that potentially compromises the patient's airway; or trauma involving facial bones that potentially compromises the patient's airway." Additional information on dental emergencies can be found on the [ADA website](#).

#### What are the guidelines for receiving dental care in my location during the pandemic?

In addition to ADA guidance, each State has its own guidance that is available in a [State by State guideline](#) that you should follow when seeking dental care in your area.

*\*United Concordia's dental emergency line is to be used for dental emergencies only. It is available Sunday, 6:00 pm - Friday, 10:00 pm, Eastern Time.*