

Dear PrimeCare Community,

As COVID-19 (coronavirus) continues to impact our community, I want to personally update you on the protective actions we're taking. For us, there is no higher priority than the health of our staff, members, clients and providers.

PrimeCare Benefits (PCB) continues to maintain temporary measures to keep employees, members and their families safe from COVID-19 (coronavirus). While some staff members have returned to the office, a majority are still working remotely. PCB remains fully staffed and will maintain normal office hours from 8 A.M. - 5:30 P.M. There will be no disruptions to our call center for members, providers and clients due to this change. All telephone calls will continue to be answered, as well as emails and faxes received.

In an effort to protect our community, PrimeCare is not allowing any visitors to our office. We understand that this may be inconvenient, but believe it is in the best interest of all to keep in-person interactions to a minimum.

Walk-In Service for members and providers will remain closed. We will not receive hand delivered claims from provider offices. Provider checks will not be available for on-site pick up. Checks will be mailed to addresses on file.

We will continue to work with and follow all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), state and local public health departments as the situation continues to evolve.

At PrimeCare Benefits, we value your relationship and sincerely hope you and your loved ones are staying healthy and safe during this challenging time.

For questions and inquiries, contact us at <https://nevadadentalbenefits.com/contact.php>.

Sincerely,

A handwritten signature in black ink, appearing to read "Fred L. Horowitz", written in a cursive style.

Fred L. Horowitz, DMD
President