**Network Bulletin**

**Date:** December 2013

**From:** Joel Hodge, Head of Networks and Administration

**Subject:** Dental card suppression

**Applies to:** All contracted Aetna dental providers

This bulletin is part of your *Dental Office Guide*. After reviewing this information, place it in your guide for future reference.

**Important change**

Starting **January 1, 2014**, as a standard practice, Aetna will stop mailing Dental PPO and DMO® only member ID cards. This will include ID cards for new and previous members of our dental plans.

Instead of receiving an ID card, members may get a letter explaining that they no longer need an ID card for dental care. The letter will provide instructions on how to access or request a copy of their member ID card from Aetna Navigator®, our Aetna Mobile app and/or by calling Member Services.

**What this means for you**

Nothing changes. You will continue to verify benefits online, on your monthly eligibility report (DMO) or by calling our National Dentist Hotline at **1-800-451-7715**.

**We’re here to help**

If you have questions, please call us at **1-800-451-7715.** Thank you for your continued participation in and support of Aetna Dental plans.