

# PAN-AMERICAN LIFE INSURANCE COMPANY

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## **Information for Dental Insurance clients impacted by the California wildfires**

For members who have dental insurance through their employer, live in Los Angeles and Ventura Counties, and were impacted by the wildfire, details about using your plan benefits follow:

We're here to help you access the health care you need. If you need help with finding available dentists or have other questions, call us at 1-800-999-5382.

If your service requires pre-authorization for dental, Pan-American Life will suspend pre-authorization requirements.

If you were displaced by the fires, you have 365 days from the date of service to file claims for dates of service between January 7 through April 5, 2025.

Pan-American Life Insurance Company will continue to follow regulatory requirements or guidance, where applicable, if it differs from these provisions.

Dental Care Providers: if you are practicing in a new location now, please make sure to let us know at 1-800-999-5382.