

**CITY OF BALTIMORE
COUNCIL BILL 08-0038R
(Resolution)**

Introduced by: Councilmembers Conaway, D'Adamo, Cole, Henry, Curran, Branch, Young,
Clarke, Welch, Middleton, Holton, Reisinger

Introduced and read first time: April 14, 2008

Assigned to: Taxation, Finance and Economic Development Committee

REFERRED TO THE FOLLOWING AGENCIES: Department of Human Resources

A RESOLUTION ENTITLED

1 A COUNCIL RESOLUTION concerning

2 **Informational Hearing - The Dental Network**

3 FOR the purpose of requesting that representatives from the Dental Network brief the Council
4 regarding the notification system the network uses to let members know what their payments
5 should be, whether or not the current system of notification is working at the highest level
6 possible, and how the Dental Network is providing information to Baltimore City employees
7 regarding their current plans and how these plans can be utilized in the most efficient manner
8 possible.

9 **Recitals**

10 The Dental Network, Inc. was co-founded, in 1994, to meet the market's growing need for
11 cost-effective dental benefit solutions. The Company's sole business is marketing and
12 administering managed dental benefits. The Dental Network offers a complete line of products,
13 which meet a variety of client needs, including voluntary or employer sponsored programs,
14 dental HMO or Point-of-Service product designs, and different levels of benefits, which
15 accommodate the different budgetary requirements.

16 Recently, there have been numerous complaints about the lack of notification that members
17 have received regarding their due balances as well as the clarity of billing within the
18 notifications that have been received. In order to help Baltimore City employees who are
19 members of the Dental Network better understand the billing process, it is important for the
20 Dental Network to have an opportunity to clarify its notification system. Through this
21 clarification, the Dental Network can make sure that all members of its plan are informed and
22 notified about what they owe, how to go about paying their bills, and who they should contact if
23 they have any other issues.

24 **NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE**, That this
25 Body requests that representatives from the Dental Network brief the Council regarding the
26 notification system the network uses to let members know what their payments should be,
27 whether or not the current system of notification is working at the highest level possible, and
28 how the Dental Network is providing information to Baltimore City employees regarding their
29 current plans and how these plans can be utilized in the most efficient manner possible.

EXPLANATION: Underlining indicates matter added by amendment.
~~Strike out~~ indicates matter deleted by amendment.

Council Bill 08-0038R

1 **AND BE IT FURTHER RESOLVED**, That a copy of this Resolution be sent to the Mayor, the
2 Director of the Dental Network’s Customer Service Department, the Director of the Dental
3 Network’s Membership and Enrollment Department, the Director of the Baltimore City
4 Department of Human Resources, the President of AFSCME Local 44, the President of
5 AFSCME Local 558, the President of AFSCME Local 2202, the President of the City Union of
6 Baltimore, the President of the Fire Fighters Union, the President of the Fire Officers Union, the
7 President of the Fraternal Order of Police, the President of MAPS, and the Mayor’s Legislative
8 Liaison to the City Council.