



# City of Baltimore

City Council  
City Hall, Room 408  
100 North Holliday Street  
Baltimore, Maryland 21202

## Legislation Text

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INTRODUCTORY\*

CITY OF BALTIMORE  
COUNCIL BILL        R  
(Resolution)

Introduced by: Councilmember Conaway

### A RESOLUTION ENTITLED

A COUNCIL RESOLUTION concerning  
**Informational Hearing - The Dental Network**

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

#### Recitals

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

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

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

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

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