

Team –

With most of us under state mandated COVID-19 stay-at-home orders, we are all trying our best to adjust to our current “normal.” While we stay home to help slow the spread of the disease, it can be challenging keeping youngsters entertained or even ourselves, filling our time with household projects or binge watching our favorite shows. However you spend your time, I hope you and your families are safe and healthy.

As our temporary suspension of operations continues, I want to provide you with a few important updates that are happening in our organization.

#### **Action Required: Open Enrollment, April 20 – May 1**

Open enrollment begins on April 20 and ends on May 1. All eligible employees (25+ hours per week), including those on furlough, are required to elect or waive coverage through the Open Enrollment period. Health and vision insurance and any current benefit elections you have will not automatically renew. Be sure to visit <https://midwest-dental.com/open-enrollment/> for information on how to enroll and to learn about the benefits available to you and your family.

It is extremely important that you take action during the open enrollment period, even if you choose to waive coverage. A packet is being mailed to your home with information and instructions on how to enroll in UltiPro.

#### **Reopening Plans**

While we don't have reopen dates for our practices yet, most state timelines are pointing to the end of April or early May to resume operations. This is just a few weeks away, and we are working hard to ensure successful reopenings. Our reopening plans will include guidelines adopted from federal and state agencies. It's entirely possible that some states may open before others. Paramount to our plans are the health and safety of you and our patients – it's our number one consideration. We might find patients initially have concerns about visiting their dental practice right away as anxiety over the outbreak continues. With this in mind, we will need to balance practice level staffing on reopening with the anticipated level of patient demand.

Although the dates are not definitive, we will reach out to you in the near future to get a better understanding of your local and individual situation.

#### **Donations**

We serve a number of communities that are in need of Personal Protective Equipment (PPE). After reviewing our own PPE inventory across our practices, we are proudly donating a total of 5,000 masks for distribution to 25 locations. The locations receiving masks include hospitals and frontline emergency professionals who are at most risk during this outbreak. Our remaining inventory provides our practices with enough supplies to protect you and our patients when we resume operations.

#### **Office Manager Recognition**

We have historically recognized Office Managers on the same day we celebrate other administrative team members. This year, we designated a special day, Wednesday, April 8, to recognize the extraordinary contributions Office Managers make to our practices and our

company. While we were unable to celebrate this day in the way it deserves because of the COVID-19 crisis, we thank all our outstanding office managers.

As we learn more in the days ahead, we'll continue to provide you with regular updates on the employee website: <https://midwest-dental.com/employees>. Please bookmark it, if you haven't already.

I know COVID-19 will be around for some time, but I'm hopeful we can return to work in just a few short weeks. I look forward to getting back in the office and supporting you as you help our patients live healthier, happier lives. I'm sure you're just as eager as I am.

Take care,

Steve

**Steve Spellman**

*Chief Executive Officer*

**Midwest Dental – Supporting great local dentists**

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