

BOOKLET-CERTIFICATE RIDER

The state notice below will be attached to your Group Dental Expense Booklet-Certificate.

Subject: California-Timely Access to Care

The state of California wants you to know you have the right to expect the following from your Preferred Provider:

- Urgent appointments must be offered within 72 hours of the time of request for an appointment, when consistent with your needs and as required by professionally recognized standards of practice;
- Non-urgent appointments must be offered within 36 business days of the request for an appointment; and
- Preventive appointments must be offered within 40 business days of the request for an appointment.

The applicable waiting time for a particular appointment may be extended if the referring or treating licensed health care provider, or the health professional providing triage or screening services, has determined and noted in the record that a longer waiting time will not have a detrimental impact on your health.

When it is necessary for you or your Preferred Provider to reschedule an appointment, the appointment must be promptly rescheduled in a manner that is appropriate for your health care needs, and ensures continuity of care consistent with good professional practice.

At the time of your appointment, you can get an interpreter. For help, call us at the number listed on your ID card or 1-800-247-4695. For more help, persons may contact:

California Insurance Department
Health Claims Bureau
300 South Spring Street, South Tower
Los Angeles, CA 90013
Phone: 1-800-927-4357 (HELP)
TDD: 1-800-482-4833
Website: www.insurance.ca.gov

Effective Date: July 1, 2017

If you question the payment of a claim that might be impacted by the change(s) described above, and which was incurred on or after the effective date, please contact us at the phone number shown on your insurance identification card.

Please keep this Rider with your Booklet-Certificate. All other benefits and provisions of your Group Dental Expense Booklet-Certificate remain in effect.

Nothing in this Rider will vary, alter, or extend any provision or condition of the Group Dental Expense Policy other than as stated in this Rider.

**PRINCIPAL LIFE INSURANCE COMPANY
DES MOINES, IOWA 50392-0002**

CA-Timely Access to
Care KIT4404 #R#



