

## LifeSmile<sup>SM</sup> Score Oral Health Assessment

# Welcome to LifeSmile!

Congratulations on taking the important step of offering LifeSmile to your employees. Scientific evidence continues to connect oral health to overall health. LifeSmile is a tool that will help educate and empower your employees to make smart oral health decisions. This document walks you through the launch process and answers some questions you may have.

### What are the steps to begin?

Once you provide Delta Dental of Virginia with your logo, your campaign start date and identify the incentive you are offering employees for participation, we can create your customized LifeSmile website. Now you're ready to launch!

**1. Step One:** Send an email/communication to all employees with participation instructions, which includes the link to your LifeSmile website.

*We are providing a communication piece as a Word document that you can edit and distribute to employees. Be sure to keep the instruction steps as they are provided. If you convert the document to a PDF, be sure to test the web address link to ensure it navigates to the correct website.*

**2. Step Two:** Now it is up to your employees to participate. The steps they take to enroll are outlined on page 2 and in the employee communication provided.

**3. Step Three:** At the end of the campaign, Delta Dental of Virginia will provide a "Participation

Report" of all who participated in the program and who are eligible for the incentive.

**4. Step Four:** Following completion of the campaign, Delta Dental of Virginia will provide a "Group Dental Score Report." This report will take the assessments submitted by your participants and compare them to your claims data to identify areas for oral health management interventions.

### How do I monitor the program?

A meeting will be set up by your Account Manager to discuss results and recommend changes to help improve the oral health of your employees.

*Delta Dental of Virginia wishes you success in your campaign. We are here to assist and answer questions you may have. Please don't hesitate to contact your Account Manager or refer to some frequently asked questions on page 2.*

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# Frequently Asked Questions

### What are the steps employees need to take to participate?

1. Members log into the subscriber portal from [DeltaDentalVA.com/subscribers.aspx](http://DeltaDentalVA.com/subscribers.aspx) and click “LifeSmile Assessment” on the left side of the screen underneath the ID card.
2. They then select which member is taking the LifeSmile risk assessment.
3. From the LifeSmile landing page, they click the “Estimate My Dental Scores” tab at the top and complete the self-evaluation.
4. There is an optional pop-up box for the employer to send a message to their employees. **EXAMPLE:** Please complete and submit the LifeSmile Score Oral Health Assessment in order to receive your wellness program incentive.
5. Members complete the risk assessment, enter their email address and click “Finish.”

*It is important that members enter their email address to ensure they receive an email with their risk assessment score and important messages about their results.*

6. There is an additional, optional pop-up box for a customized employer message. **EXAMPLE:** Thank you for completing your LifeSmile Score Oral Health Assessment. Your wellness incentive will be included in your next pay statement.



7. Members can view or print their results and take them to their next dentist appointment.

### What types of communication will the LifeSmile program send to members?

In the interest of keeping your members informed on the importance of oral health, the following are types of communications that may be sent to your members:

- Check-up reminders
- Oral health news and surveys
- Information that members requested during their registration

*Members have the option to unsubscribe from oral health messaging at any time.*

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