



POMCO is proud to have been chosen to administer the County of Onondaga Dental Plan effective January 1, 2010. We are committed to providing excellent customer service to each of you.

The following are answers to some of the more immediate questions you may have:

**Q. Who is POMCO?**

**A.** POMCO is a professional benefits management company for self-funded employer plans. POMCO has been administering employee benefit plans for private and public sector employers including Health, Dental, Flexible Spending Plans and Workers' Compensation, for more than 30 years for over 400,000 lives. Our headquarters are located in Syracuse, with branch offices in Albany, Binghamton, Buffalo, Elmsford, Rochester and Watertown, New York. Our average client tenure is now 14 years with one of our largest clients, Westchester County, since 1985 with over 9,000 employees and retirees.

**Q. How will my benefits change?**

**A.** There will be no change in your Dental Benefit Plan. POMCO will administer the same benefit levels you currently have.

**Q. When will this change be made?**

**A.** This change will be effective January 1, 2010.

**Q. When should I expect to receive new ID cards?**

**A.** We will be mailing ID cards and additional information mid-December 2009. Once you receive the cards please replace your old dental card(s) with the new POMCO card(s). Please do not utilize the new card(s) until January 1, 2010. You will want to notify your providers of the change and provide them with a copy of your new identification card on your next visit.

**Q. I currently am seeing a provider. Will I have access to the same provider network?**

**A.** You will have access to a PPO network of providers, POMCO is working to make this transition as smooth as possible, however we may not have 100% of all providers at this time. If there is a provider that is currently not in our network, please visit our website at [www.pomcogroup.com](http://www.pomcogroup.com) to nominate a provider and we will contact that provider directly.

**Q. Can I call POMCO with questions before January?**

**A.** Yes. Your dedicated POMCO Customer Service line is available. Please feel free to call POMCO Customer Service at (866)-543-0277 Monday through Friday 8:00 a.m. – 5:00 p.m. with any questions or concerns. We will be happy to help you.