A DELTA DENTAL[®]

Welcome to Delta Dental

Two great dental options to choose from

Delta Dental PPO™

We've got you covered Delta Dental PPO

• Visit a PPO dentist to save the most.

- You can visit any licensed dentist.
- You won't be charged more than your expected share of the bill.
- You don't need an ID card to check in.
- We'll coordinate dual coverage.



Delta Dental PPO

The Delta Dental Difference®



Delta Dental PPO

Delta Dental Premier[®]





Sign up for an online account <u>www.deltadentalins.com</u> - Access your specific plan information

- Check your plan details: eligibility, covered services and level of benefits
- Find a network dentist for your plan
- View or print your ID card
- Submit questions to Customer Service
- Get an email alert every time a new document is available and reduce paper

Look up claim statements for recent dental visits on the PPO plan, download explanation of benefits in PDF format



Cost Estimator

Members can plan visits and compare costs before receiving treatment



- **Personalized:** estimates based on member benefits
- Insightful: members can compare procedure costs at nearby dentists
- Economical: cost details explained



Pre-treatment estimate

It's easy to plan for dental expenses





BrushSmart[™] A free oral wellness program exclusively for Delta Dental members



Members that sign up receive:



Immediate access to special offers



Unlimited Wo discount education res

Wellness education and resources

Sign up is simple. Visit **BrushSmart.org**





Your DeltaCare® USA plan We've got you covered

- Affordable benefits
- Copayments provide predictable costs
- No deductibles
- No maximums
- No claim forms





Your DeltaCare® USA plan

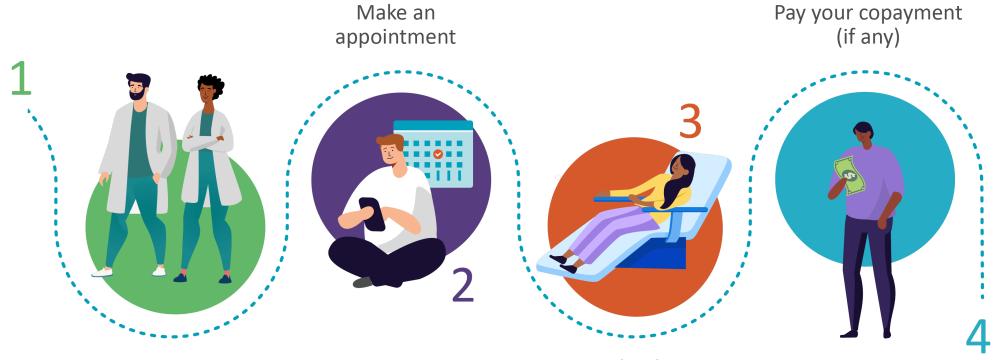
We're the champions of your smile

- Orthodontics always covered
- Enrollees in current orthodontic treatment keep their dentist
- Plan will pay remaining amount of covered benefit
- Treatment in progress even for non-DeltaCare USA dentists





How DeltaCare[®] USA works Getting dental care is easy



Choose a primary care dentist from our DeltaCare USA dentist network Visit the dentist



12

Choosing your primary care dentist Your DeltaCare USA network access

Go to **deltadentalins.com** to browse the DeltaCare USA dentists in your area.

Write down the facility number of the primary care dentist you would like.

Change request received by the 21st of the month are effective on the first day of the following month.

Submit your request

- Online: Create an online account at deltadentalins.com
- By phone: Call Customer Service at 800-422-4234





Securing specialty and emergency care Your DeltaCare USA network access

- If you need specialty care, your primary care dentist will refer you
- Your primary care dentist requests authorization for specialty services
- Plan includes out-of-network coverage for emergencies, contact Delta Dental to for plan details.





Sign up for an online account <u>www.deltadentalins.com</u> - Access your specific plan information

- Check your plan details: eligibility, covered services and level of benefits
- Find a network dentist for your plan
- View or print your ID card
- Submit questions to Customer Service
- Get an email alert every time a new document is available and reduce paper

Look up claim statements for recent dental visits on the PPO plan, download explanation of benefits in PDF format View your assigned primary care dentist on the DHMO plan and submit a request to update it



Finding a network dentist for your plan

Find a dentist

- Visit deltadentalins.com and click on Find a Dentist in the top menu.
- Enter your ZIP code and select your dental network from the drop-down menu.
- Click Find a Dentist and refine your search by distance, specialty, languages spoken or extended office hours.
- View dentists' patient ratings and reviews of dental care from Yelp in making a selection.



R	Refine Search \lor	
Sor	t by	
301	c by	
• E	lest match	
0 0	Distance	
Filt	ers	
>	Distance	
~	Networks	
~	Delta Dental PPO	
~	Delta Dental Premier	
	DeltaCare USA	
	DeltaCare USA Individual	
	DeltaCare USA Medicare	
	DeltaCare USA Connect	
>	Accepting new patients	
>	Specialties	
>	Languages	
>	Extended office hours	
>	Office access	

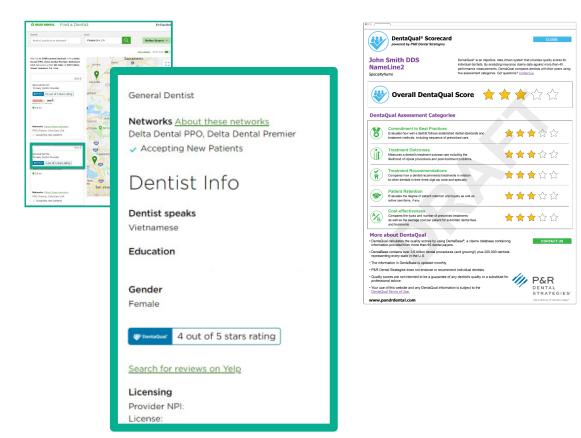




Dentist directory ratings Delta Dental's directory features DentaQual[®] and Yelp

When choosing a dentist, get the advice you need from sources you trust

- Delta Dental is the only dental carrier that offers two independent thirdparty platforms for online dentist reviews and quality ratings:
- **DentaQual®** offers you objective, easy-to-understand quality of care information.
- Yelp offers you feedback about dentists from patients just like you.





Dedicated Customer Service by Plan Get help by phone or online

PPO Plan: 800-521-2651

DHMO (DeltaCare)Plan: 800-422-4234

Speak to a Customer Service representative Monday through Friday, 8 am to 8 pm EST

For simple questions, use our automated phone system, available 24/7

Ask online: Go to **deltadentalins.com** > Contact Us. Then follow the prompts or fill out the Customer Service Form.



Thanks for your time

We're pleased to take your questions