



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<sup>®</sup>



Delta Dental PPO



Delta Dental Premier<sup>®</sup>



Non-Delta Dental

# Sign up for an online account

[www.deltadentalins.com](http://www.deltadentalins.com) - 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

1

Ask your dentist for an estimate



2

Dentist sends details to Delta Dental



3

You and your dentist receive a cost estimate



# BrushSmart™

A free oral wellness program exclusively for Delta Dental members



Members that sign up receive:



Immediate  
access to  
special offers



Unlimited  
discount  
redemption



Wellness  
education and  
resources

Sign up is simple. Visit [BrushSmart.org](https://BrushSmart.org)





DHMO

DeltaCare<sup>®</sup> USA: A prepaid, fixed copayment plan

# Your DeltaCare<sup>®</sup> USA plan

We've got you covered

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



# Your DeltaCare<sup>®</sup> 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<sup>®</sup> USA works

Getting dental care is easy

1



Choose a primary care dentist from our DeltaCare USA dentist network

Make an appointment



2

3



Visit the dentist

Pay your copayment (if any)



4

# Choosing your primary care dentist

Your DeltaCare USA network access

Go to [deltadentalins.com](https://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 21<sup>st</sup> of the month are effective on the first day of the following month.

## Submit your request

- Online: Create an online account at [deltadentalins.com](https://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.



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- Find a network dentist for your plan
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View your assigned primary care dentist on the DHMO plan and submit a request to update it

# Finding a network dentist for your plan

deltadentalins.com

## Find a dentist

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

Find a dentist

Enter zip code

Select a network

Find a dentist

Refine Search

Sort by

- Best match
- Distance

Filters

- 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

## Select a Network

### PPO Plan → Delta Dental PPO

#### Stay in network to save

Visit a dentist in the PPO<sup>1</sup> network to maximize your savings.<sup>2</sup> These dentists have agreed to reduced fees, and you won't get charged more than your expected share of the bill.<sup>3</sup> Find a PPO dentist at [deltadentalins.com](http://deltadentalins.com).

If you can't find a PPO dentist, consider a Delta Dental Premier<sup>®</sup> dentist. These dentists have agreed to set fees and offer another opportunity to save.

Save with a PPO dentist



### DHMO Plan → DeltaCare USA

Must Visit Assigned Primary Care Dentist





# 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