

# Elevate Your Smile

8 ways to make the most of your dental plan



## 1 Visit your DeltaCare USA dentist.

You must visit your selected DeltaCare USA primary care dentist to receive benefits under your plan.<sup>1</sup> Find or change your dentist<sup>2</sup> at [deltadentalins.com](https://deltadentalins.com) or by calling Customer Service.

- You don't need a dental plan ID card when you visit the dentist. Simply provide your name, birth date and enrollee ID or Social Security number. If your family members are covered under your plan, they will need to provide your information.
- There are no claims forms to complete — just pay your copayment, if any, at the time of treatment.<sup>3</sup>

- If you require treatment from a specialist, your primary care dentist will coordinate a referral for you.<sup>4</sup>

## 2 Seek preventive care.

Regular exams and cleanings are available at low or no cost. These services help catch problems before they require costly and extensive treatment.

## 3 Set up an online account.

Get information about your plan anytime, anywhere by signing up for an online account. This useful service lets you find a network dentist, view or print your ID card and more. The one-time registration process takes only a minute.

<sup>1</sup> In WY, you do not need to select a primary care dentist, but you must visit a DeltaCare USA dentist to receive benefits. In the following states, you can maximize your savings when you visit a DeltaCare USA dentist, although you may visit any licensed dentist and receive out-of-network coverage: AK, CT, LA, ME, MS, MT, NC, ND, NH, OK, SD, VT. Refer to your plan booklet for details about your out-of-network benefits.

<sup>2</sup> Changes received by the 21st of the month will be effective the first day of the following month. Verify that the dentist is your selected DeltaCare USA primary care dentist before each appointment. In the following states, you can change your dentist any time without contacting Delta Dental: AK, CT, LA, ME, MS, MT, NC, ND, NH, OK, SD, VT, WY.

<sup>3</sup> You may have to complete a claim form if you visit an out-of-network dentist, such as for limited emergency treatment or in the following states: AK, CT, LA, ME, MS, MT, NC, ND, NH, OK, SD, VT.

<sup>4</sup> Most services not performed by your primary care dentist must be authorized by Delta Dental. In some states, specialty care benefits are only available for services performed by a DeltaCare USA specialist. Refer to your plan booklet for more information.



**4 Get to know your plan.**  
Many DeltaCare USA plans have no exclusions for pre-existing conditions, including missing teeth.<sup>5</sup> Read your plan booklet for a complete list of covered procedures, copayments, plan limitations and exclusions.

**5 Coordinate benefits.**  
Are you covered under a second dental plan? Ask your dentist to include information about both plans with your claim, and we'll handle the rest.<sup>5</sup>

**6 Complete in-progress orthodontic care.**  
If you began orthodontic treatment under a previous employer-sponsored plan, you may be covered for continuing treatment with your current orthodontist. The copayments and fees of your previous plan would apply.<sup>5</sup>

**7 Talk to your dentist.**  
From pregnancy to diabetes, overall health can affect your dental health. Start each visit with a quick chat about any issues.

**8 Stay informed.**  
Get oral health tools and tips at our SmileWay® Wellness site ([mysmileway.com](https://mysmileway.com)). Don't forget to subscribe to *Grin!*, our free dental wellness e-magazine.

<sup>5</sup> This provision may not apply to all plans. Please refer to your plan booklet for specific coverage details.

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## Contact us

### Online assistance:

For quick and easy online assistance, go to [deltadentalins.com/deltacare](https://deltadentalins.com/deltacare), and click on **Contact Us Online**.

### Telephone assistance:

DeltaCare USA: **800-422-4234 (toll-free)**

- Use our automated phone system, available 24/7.
- Speak to a Customer Service representative: Monday to Friday, 8 am – 9 pm Eastern time.

DeltaCare USA is underwritten in these states by these entities: AL — Alpha Dental of Alabama, Inc.; AZ — Alpha Dental of Arizona, Inc.; CA — Delta Dental of California; AR, CO, IA, MA, ME, MI, MN, NC, ND, NE, NH, OK, OR, RI, SC, SD, VA, VT, WA, WI, WY — Dentegra Insurance Company; AK, CT, DC, DE, FL, GA, KS, LA, MS, MT, TN, WV — Delta Dental Insurance Company; HI, ID, IL, IN, KY, MD, MO, NJ, OH, TX — Alpha Dental Programs, Inc.; NV — Alpha Dental of Nevada, Inc.; UT — Alpha Dental of Utah, Inc.; NM — Alpha Dental of New Mexico, Inc.; NY — Delta Dental of New York, Inc.; PA — Delta Dental of Pennsylvania. Delta Dental Insurance Company acts as the DeltaCare USA administrator in all these states. These companies are financially responsible for their own products.

**LEGAL NOTICES:** Access federal and state legal notices related to your plan: [deltadentalins.com/about/legal/index-enrollee.html](https://deltadentalins.com/about/legal/index-enrollee.html).