

Automated Telephone Service



Our automated voice response telephone service is a convenient way to obtain eligibility and benefits information and more for your Delta Dental PPO™, Delta Dental Premier® and DeltaCare® USA patients.

QUICK TIPS

- Use the service during business hours, as well as extended hours during the week and on weekends.
- Before you call, have all of the following items ready:
 - Your tax ID number that you have on file with Delta Dental
 - The subscriber’s ID number and date of birth and the patient’s date of birth (the ID may be the subscriber’s social security number or another number, such as an employee ID or alternate ID assigned by the subscriber’s employer)
 - Your fax number, if you will be requesting a faxed summary
- Return to the main menu anytime by pressing “9.”

FAST FAX

The table on the right shows the first steps to obtaining Fast Fax, the eligibility and benefits summary that is faxed to your office. When your call is connected, you’ll hear the automated voice ask the questions that are in the left-side column. (The exact wording may change as we enhance our service, but the basic options and actions will stay the same.) The voice will also say your response choices. You may say your choice, or press the number for that choice, which is indicated in the right-side column.

Automated service	Fast FAX
“Please tell me whether you’re a dental provider or an insured member.”	Dental provider (1)
“Which can I help you with?”	Fast Fax (1) Other choices: Eligibility and benefits (2), claims status (3), pre-treatment estimates (4), something else (5)
“Please say or enter your tax ID number.”	Say or enter your 9-digit tax identification number on file with Delta Dental.
<i>For PPO/Premier:</i> “Are you a Delta PPO, Premier or non-contracted dentist?” <i>Note: This question does not appear for DeltaCare USA.</i>	PPO (1), Premier (2) or non-contracted (3)
<i>If you have an email address on file:</i> “How would you like to receive this information?” <i>Note: If your TIN does not have an associated email address, you will only be asked to enter your fax number.</i>	Fax (1) or email (2) When you choose fax, you’ll be asked to enter your fax number and as many patient ID numbers (with birth dates) as you wish.



ADDITIONAL AUTOMATED SERVICES

- Move quickly through the system. As soon as you know your response choice to the automated question, you may say or enter it. You don't need to wait until all options are offered.
- Say "claim status" for the amount Delta Dental paid on a specific claim.
- Say "claim details" for the amount Delta Dental paid per procedure.
- To hear the benefit summary, stay on the line after eligibility is played, or just press pound (#).

PROVIDER TOOLS

Save time and money, and avoid call wait times. Log in (or create your account today) at deltadentalins.com/dentists and use Provider Tools. You get everything you need to take care of business from your office computer:

- Free, real-time claims with attachments and pre-treatment estimates
- Detailed eligibility and benefits information
- Claim status and treatment history
- Option to sign up for direct deposit and much more

CONNECT WITH US

Delta Dental of California: 888-335-8227

- Payer ID for electronic claims: 77777
- Mail paper claims to:
P.O. Box 997330
Sacramento, CA 95899-7330

Delta Dental Insurance Company: 800-521-2651

- Payer ID for electronic claims: 94276
- Mail paper claims to:
P.O. Box 1809
Alpharetta, GA 30023-1809

Delta Dental companies of Delaware, District of Columbia, New York, Pennsylvania, Maryland and West Virginia: 800-932-0783

- Payer ID for electronic claims: Delaware: 51022; District of Columbia: 52147; New York: 11198; Pennsylvania/Maryland: 23166; West Virginia: 31096
- Mail paper claims to:
P.O. Box 2105
Mechanicsburg, PA 17055-6999

DeltaCare® USA: 866-774-5595

- Payer ID for claims: DDCA2
- Payer ID for encounters: DDCA3
- Mail paper claims to:
P.O. Box 1810
Alpharetta, GA 30023

WE KEEP YOU SMILING®

OUR MISSION

To advance dental health and access through exceptional dental benefits service, technology and professional support.

Our Delta Dental enterprise includes these companies in these states: Delta Dental of California — CA, Delta Dental of the District of Columbia — DC, Delta Dental of Pennsylvania — PA & MD, Delta Dental of West Virginia, Inc. — WV, Delta Dental of Delaware, Inc. — DE, Delta Dental of New York, Inc. — NY, Delta Dental Insurance Company — AL, DC, FL, GA, LA, MS, MT, NV, TX and UT.