

## Request for Utilization Review and Management Guidelines

California H&S code (1363.5(b)(5)), requires that the criteria or guidelines used for the purposes of utilization review or utilization management functions are available to the public upon request. The request should be directed to the address below and identify the specific service and/or procedure for which the information is being requested. The materials provided are guidelines used by this plan to authorize, modify, or deny care for persons with similar illnesses or conditions. Specific care and treatment may vary depending on individual need and the benefits covered under an individual's contract.

Delta Dental  
Grievance & Appeal  
11155 International Drive  
Rancho Cordova, CA 95670

Delta Dental of California  
Headquarters:  
560 Mission Street  
Suite 1300  
San Francisco, CA 94105  
415-972-8300

East Bay:  
1333 Broadway  
Suite 800  
Oakland, CA 94612  
415-972-8300

Southern California:  
17871 Park Plaza Drive  
Suite 200  
Cerritos, CA 90703

Claims Processing,  
Customer Service:  
P.O. Box 997330  
Sacramento, CA 95899

Offices in:  
Cerritos, Fresno,  
Oakland, Rancho  
Cordova, San Diego,  
San Francisco