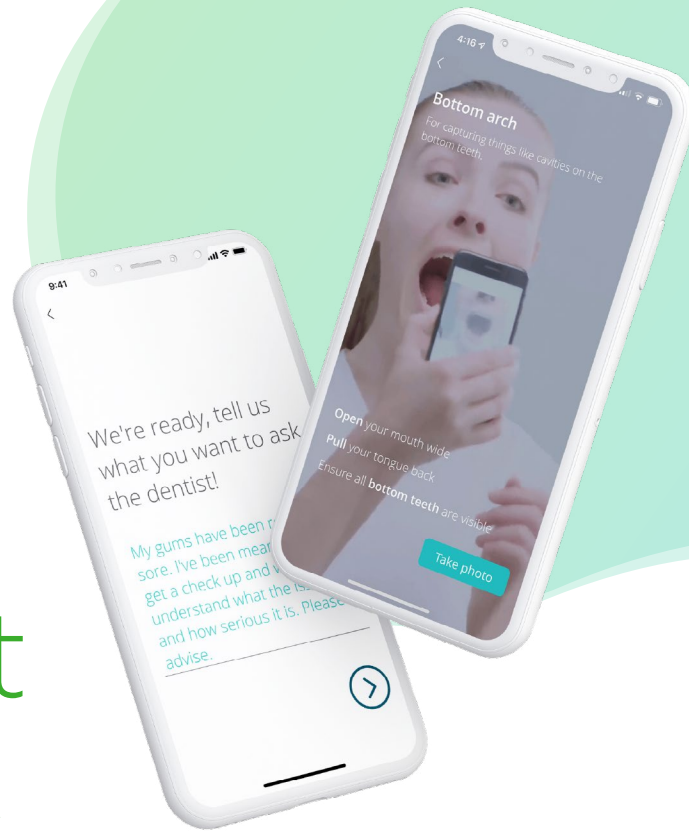


# All about Toothpic



**A photo-based teledentistry platform for Delta Dental PPO™ & Delta Dental Premier® plan members**

## What is the cost of the Toothpic program?

Toothpic is available at no additional cost if you offer a Delta Dental PPO or Premier plan.

Diagnostic assessments within Toothpic are covered as a Limited Oral Evaluation (D0140). Most employer-sponsored PPO and Premier plans cover diagnostic exams at no or low cost.

## How much does it cost for my employees to use Toothpic?

A Toothpic virtual dental assessment will count as one diagnostic exam. Most plans cover two diagnostic exams per year.

**Members have the choice to use their benefits for a virtual assessment or to pay the \$35 fee out of pocket which will preserve their benefits.** If members exceed their diagnostic exams frequency limitation, have exceeded their annual maximum, or if their plan is not eligible, they also have the option to pay \$35 for an assessment.

### Which Delta Dental plans are eligible for Toothpic?

Currently, Toothpic is available to your employees with 100% D&P coverage at no charge under an employer sponsored Delta Dental PPO or Delta Dental Premier plan. Some Delta Dental plan types do not allow members to use their benefits to cover a Toothpic virtual dental assessment. If your plan is not eligible, employees have less than 100% D&P coverage, or if an employee chooses not to use their benefits, there is an option to receive a Toothpic virtual dental assessment by paying \$35.

Ineligible plans include DeltaCare® USA, Medicare Advantage or Medicare Supplement plans, federal employer-sponsored dental plans and state-sponsored dental plans, including Denti-Cal and employer-sponsored plans with networks other than PPO or Premier (also known as custom networks).

### Can DeltaCare® USA members use Toothpic?

DeltaCare USA plans do not currently cover a virtual dental assessment through Toothpic. DeltaCare USA members who are interested in virtual consultations with their assigned dentist should contact their dentist's office directly to find out what teledentistry services are offered.

### Can employees' family members use Toothpic?

Members' eligible dependents on their plan can use the platform.

### Can Toothpic be used to evaluate a dependent child's dental issue?

Yes, Toothpic may be used to evaluate a dependent child's dental issue. To use Toothpic for a child under the age of 13, members will need to create a new account with a unique email address. Members will be asked to provide guardian consent and contact information, in compliance with the Child Online Privacy Protection Act (COPPA).

### What actions do I need to take as a benefits administrator?

We encourage you to learn more about Toothpic, try it out personally and promote it with your employees. Flyers and FAQ materials are available on [deltadentalins.com/administrators](https://deltadentalins.com/administrators).

### What information is included in a report?

With a Complete Care Report, a Delta Dental dentist can review submitted photos and provide an assessment on:

- Cavities
- Gum disease
- Orthodontics
- Oral hygiene
- Crowding
- Children's oral health
- Chipped teeth
- Other dental concerns

The dentist will highlight any areas of concern on the photos shared and provide notes explaining next steps and possible treatments or home care regimens.

### Can Toothpic be used for dental emergencies?

No. If members have a dental emergency or urgent dental issue that requires immediate care, they should call **911**.

Please note that a Toothpic virtual dental assessment will not provide a prescription for medication and is not intended to treat urgent dental issues.

### Which dentists provide the virtual dental assessments?

The dentists providing virtual dental assessments are a part of Delta Dental's PPO and Premier networks.

### Will members be able to view the Toothpic claim on Delta Dental's website? Will they receive an explanation of benefits?

Toothpic has integrations with Delta Dental to check for real-time eligibility and benefits within the platform and has integrated claims processing and payments. After their claim has been processed, members can review their explanation of benefits (EOB) on their **Delta Dental online account**.<sup>1</sup>

<sup>1</sup>Members who choose to utilize their benefits for a virtual assessment will receive an EOB in their Delta Dental online account.

### Our dental plan is self-funded. Do we pay for the Toothpic assessments?

Toothpic virtual dental assessments are billed as a limited oral evaluation delivered asynchronously (CDT codes D0140 and D9996) and claims will be processed accordingly as a covered benefit. There is no change to the current process for how self-funded clients fund claims costs.

### Where can members get help while using Toothpic?

There are a few ways to get answers to questions:

1. Members can chat with a Customer Care agent by logging in to Toothpic on their phone, navigating to the home screen, and clicking on the message icon. Toothpic Customer Care agents are trained to answer questions specifically for Delta Dental members and will connect members to a Delta Dental Customer Care agent for eligibility and benefit questions.
2. At any stage, members can also email **support@toothpic.com**, and Customer Service Team will assist them online. Customer Service is available to Monday to Friday, from 5 am to 9 pm EST.

### How will Toothpic use my employees' data?

Delta Dental values privacy protection and Toothpic includes the following safeguards.

Toothpic is a HIPAA-compliant platform. This means health information is safe, secure and held to the highest security and regulatory standards and has passed Delta Dental's Third Party Vendor Risk Assessment. Toothpic holds data in a safe and secure environment onshore in the United States. The platform uses military-grade AES-256 encryption and is subject to ISO 9001 quality audits.

In addition, members will review and sign Terms & Conditions when registering for Toothpic.

Delta Dental PPO and Delta Dental Premier® are underwritten by Delta Dental Insurance Company in AL, DC, FL, GA, LA, MS, MT, NV, TX and UT and by not-for-profit dental service companies in these states: CA – Delta Dental of California; PA, MD – Delta Dental of Pennsylvania; NY – Delta Dental of New York, Inc.; DE – Delta Dental of Delaware, Inc.; WV – Delta Dental of West Virginia, Inc. In Texas, Delta Dental PPO provides a dental provider organization (DPO) plan.

Delta Dental is a registered trademark of Delta Dental Plans Association.