



All about Toothpic

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

What is Toothpic?

Toothpic is an innovative, photo-based teledentistry platform that offers a virtual dental assessment from a Delta Dental dentist, without ever leaving home.

How does Toothpic work?

To begin your virtual dental assessment through Toothpic, answer a few short questions about your oral health history and the reason for your visit. Toothpic will help you take six photos of your teeth, gums and any areas of concern. Your case and photos will be sent

securely through Toothpic to a Delta Dental dentist for review.

In under 24 hours, you'll get a comprehensive diagnostic report on your results. Your photos will be marked to indicate issues with information on severity, treatment options and cost estimations.

How can I take pictures of my mouth with my phone?

All you need is a mirror, a smartphone and a brightly lit room. Take your photos in a place that offers some privacy and where you feel comfortable.

Toothpic optimizes for high resolution imagery and will guide you through the process of taking photos with clear instructions before and after each specific photo is taken. Toothpic will indicate if your photo is too blurry and prompt you to retake it to ensure the highest quality photo for your report. There is no limit to the number of times you can retake a photo.

When should I use Toothpic?

If you have a specific dental issue or have a question about your overall oral health, use Toothpic to:

- Ease your dental concerns and anxieties with a trusted confidential diagnosis from a Delta Dental dentist
- Address non-emergency dental issues with a virtual assessment to understand the severity of your issue and get advice on what to do next
- Receive a virtual dental assessment during off hours, when the dentist office is closed, or on your own time, without an appointment
- Experience the convenience of a virtual dental assessment without leaving the comfort of your own home, especially if your dentist is far away, or there are few dentist in your area
- Get a safe no-contact dental assessment from a Delta Dental dentist to monitor your oral health or check in on a specific non-emergency dental concern

When should I not use Toothpic?

If you are having a dental emergency, please call **911**.

For information on what to do when experiencing dental issues that require immediate care, visit **deltadentalins.com/enrollees** and click **Visit the dentist**.

Please note that you will not be prescribed medications during Toothpic virtual dental assessments.

What information is included in my report?

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

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

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

Note that the Toothpic virtual assessment is not meant for treating emergency or urgent issues. It is intended to provide a dental consultation when it's not practical for you to visit your dental office.

Is a Toothpic virtual dental assessment covered under my plan?

Toothpic's virtual dental assessment does not count as one of your diagnostic exams for the year. Deductibles, annual maximums and coinsurance apply.

Ineligible plans include DeltaCare® USA, Medicare Advantage and 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).

If you do not want to use your benefits or if you do not have an eligible plan, you may still receive a Toothpic virtual assessment for a fee of \$35.

How much does Toothpic cost?

There is no additional charge to use the platform, but coverage limitations may apply.

If you have an eligible plan, your virtual dental assessment will be covered as part of your benefits.

If your plan is not eligible for this virtual dental assessment as a covered benefit, or if you do not want to use your benefits you may continue with the assessment by choosing to pay a fee of \$35.

What dentists will provide my assessment?

The dentists providing virtual dental assessments are part of Delta Dental's PPO and Premier network, so you can trust the quality of care you will receive.

In addition to Delta Dental's credentialing process, dentists on Toothpic are separately credentialed and verified through Dentistat, the nation's largest dental credentialing verification organization.

Can I use Toothpic to receive a virtual dental assessment from my own dentist?

Toothpic connects you to the first available Delta Dental dentist within your state, not necessarily the dentist you see regularly. This dentist will review your case and photos and provide a personalized report of your oral care issue or question within 24 hours.

Can I request to connect with a specialist?

You'll be connected to the first available Delta Dental dentist within your state. All dentists on the platform are equipped to identify oral health issues and provide treatment recommendations and next steps if your case requires specialty care.

How do I register for an account on Toothpic?

Register for an account at **deltadental.toothpic.com**.

To create an account, simply enter your email address and create a password.

Where can I find my member or enrollee ID?

You can access your digital ID card by logging in to your **Delta Dental online account** and following the instructions to access your digital ID card or print your coverage details. Your member ID is a 12-digit number found on your digital ID card. It may also be called your subscriber ID or policyholder ID.

How do I know which Delta Dental company is providing my coverage?

The Delta Dental company name is listed on your digital ID card after the “Provided by” field.

What if I lose or forget my password?

If you’ve lost or forgotten your password for your Toothpic account just request a new one on the **Toothpic website**. Enter the email address you used to register, and we’ll send you instructions to reset your password.

How many times can I use Toothpic?

A virtual dental assessment received through the Toothpic app is not subject to your plan’s frequency limitations, but coinsurance deductibles and annual maximums do apply.

If you exceed your annual maximum, if your plan is not eligible, or if you choose to save your benefits for in person visits you can choose to pay \$35 directly to Toothpic for an assessment.

Can my covered family members use Toothpic?

Yes, if they are covered under your Delta Dental PPO plan. Each person will need to register for a separate account.

Can Toothpic be used to evaluate my child’s dental issue?

Yes, you may use Toothpic as the parent or legal guardian of your child. To use Toothpic for a child under the age of 13, you will need to create a new account with a unique email address. You will be asked to provide guardian consent and contact information, in compliance with the Child Online Privacy Protection Act (COPPA).

Can I send this report to my dentist?

Your Toothpic report is an informational tool to help you monitor your oral health and understand next steps in your dental care journey. Since the data and reports are yours to use and keep, you may share your assessment results with your dentist, if you wish. Toothpic cannot route your patient information to your dentist. Any estimated costs for treatment options provided by Toothpic may not include the application of your dental benefits coverage and are for reference only. Actual treatment costs, should you use to take the next step for treatment, will vary.

How can I view my explanation of benefits (EOB) after I receive a virtual dental assessment?

Toothpic has integrations with Delta Dental to check for real-time eligibility and benefits. Your virtual dental assessment will be processed as a covered benefit if you're eligible. If you utilize your benefits to receive a virtual dental assessment through Toothpic, you may view your EOB in your **Delta Dental online account** once the claim has been processed.

Is Toothpic available in different languages?

No, Toothpic is only available in English at this time.

What communications will I receive from Toothpic?

When you register for Toothpic, an account is created to securely manage your information related to your virtual assessment. Your email address associated with your Toothpic account will be used to communicate how to use the app, notify you when your report is ready and request feedback on the program. Toothpic will not use your email address for any marketing or promotional purposes, and Toothpic will not share your email with any third-party vendors. You may opt out of Toothpic emails anytime by clicking "Unsubscribe" at the bottom of any Toothpic email. However, you may miss important information, such as when your diagnostic assessment report is ready from your dentist.

What communications will I receive from Delta Dental?

Your Delta Dental online account is kept separate from your Toothpic account and is used to manage your benefits information. If you have selected paperless communications, Delta Dental may send product information on how to register and download Toothpic, periodic reminders and announcements on new features released on Toothpic. Delta Dental will send you a standard EOB by email or U.S. mail, based on your communications preferences.

Is my health information secure when accessing it through the app?

Toothpic is a HIPAA-compliant platform. This means your data is safe, secure and held to the highest security and regulatory standards. Toothpic holds your data in a safe and secure environment on-shore in the United States. Our platform uses military-grade AES-256 encryption and is subject to ISO 9001 quality audits.

How will Toothpic use my data?

Toothpic uses the information you provide when signing up to help operate the service more effectively, troubleshoot technical issues and identify which information is of most interest to users. When you create a case, you provide Toothpic with your health information. This information is shared securely through the Toothpic platform with a Delta Dental dentist to produce your personalized dental assessment report.

For more details, please see the **Toothpic Privacy Policy** at toothpic.com

Who can I talk to if I have questions about Toothpic?

There are several ways to get answers to your questions. First, see if they're addressed in this FAQ.

If you'd like to chat with a Toothpic Customer Care agent, log in to Toothpic, navigate to the Home screen and click on the messaging icon.

At any stage, you can also email **support@toothpic.com** and Toothpic Customer Care will assist you online.

Customer Care is available to help you Monday to Friday, from 5 am to 9 pm PT.

Your feedback is extremely important to us. After you receive your report, you'll have a chance to give your feedback.

If you have questions about your member benefits, digital ID card or claims: log in to your **Delta Dental online account** online or contact **Delta Dental Customer Service**.

If you have a grievance, you can submit the relevant form for your plan at deltadentalins.com/members/after-your-visit.html.

Select the form for Delta Dental PPO, DPO and Delta Dental Premier.

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.

West Virginia: Learn about our commitment to providing access to a quality dentist network at deltadentalins.com/about/legal/index-enrollee.html.

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