



What to know **after** your dental visit

Dental health questions

After your appointment, contact Customer Service if you have any questions about your benefits. You can also learn more about dental health topics by visiting our web site and signing up for our free dental health e-newsletter, *Dental Wire*.

Claim review

After a claim has been processed, you will receive a Benefit Statement/ Notice of Payment from Delta Dental. This form lists the services provided and costs of the dental treatment submitted by your dentist. Review the services and costs listed to ensure that the patient copayment/ coinsurance amount charged by your dentist is correct. Contact your dental office if you find any discrepancies. Delta Dental's Customer Service representatives are available to help explain your Notice of Payment.

Questions about quality of care

If you are unhappy with the dental care you received from a Delta Dental dentist, we can arrange for you to be examined by one of our consulting dentists in your area. If the dental consultant agrees that the work was faulty, we will ensure that the original dentist either corrects the work at no additional cost or grants a refund. You may choose another dentist and have the treatment corrected.

Delta Dental PPO is underwritten 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**, DE – **Delta Dental of Delaware**, WV – **Delta Dental of West Virginia** and by **Delta Dental Insurance Company** in AL, FL, GA, LA, MS, MT, NV, UT and the District of Columbia.



Welcome to Delta Dental PPO

Delta Dental PPO, our preferred provider organization (PPO) program*, provides access to more than 95,000 PPO dentist locations nationwide. PPO dentists agree to accept reduced fees for covered procedures when treating PPO patients. This means your out-of-pocket costs are usually lower when you visit a PPO dentist than when you visit a non-Delta Dental dentist.

When you're covered under the PPO plan, you and your family members:

- Can visit any licensed dentist, including the dental specialist of your choice
- May change dentists at any time without notifying us
- Can receive dental care anywhere in the world
- Will never have to pay more than the patient's share** at the time of treatment or file claim forms if you visit a Delta Dental dentist. Delta Dental dentists file claim forms for you and accept payment directly from Delta Dental.

Know your coverage

This brochure provides an overview of your benefits coverage, but you may also want to visit our web site to review additional details of your plan. Our secure and convenient online services allow you to:

- Review benefits and verify eligibility
- Check claims status
- Print an ID card
- Submit a question to Customer Service

When you visit your dentist, we recommend that you bring a copy of your eligibility and benefit information, including your group number and enrollee ID number. This will help the dental office submit your dental claims.

*In Texas, Delta Dental Insurance Company underwrites a Dental Provider Organization (DPO) plan.

**Patient's share is the copayment/coinsurance amount, any remaining portion of the deductible, any amounts over plan maximums and any non-covered services.



Web site
www.WeKeepYouSmiling.com

What to know **before** your dental visit

Find a PPO dentist

A current listing of dental offices that are part of Delta Dental's networks can be found using our online dentist directory. Visit our web site and

- Click on "Find a Dentist"
- Click on the "National Online Directory" link
- Select "Delta Dental PPO" and your state, then click "Continue"
- Enter the criteria for your search

Each dentist listed in our directory has been credentialed by Delta Dental, which includes license and insurance coverage verification, specialty certification and compliance with the dental profession's health, hygiene and safety standards.

Is your current dentist a Delta Dental PPO dentist?

We recommend that you verify your current dentist's participation in the Delta Dental PPO network. This has two advantages: When you choose a contracting dentist, it lets dentists know how much you value their participation in the PPO program. It also helps you keep your expenses as low as possible. Here are some ways to ask your dental office about its status:

- "I have Delta Dental's PPO plan and want to visit a network dentist. Are you in Delta Dental's PPO network?"
- "Are you a contracting Delta Dental PPO dentist?"

Simply asking if a dentist "accepts Delta Dental" does not guarantee he or she is a contracting PPO dentist. Make sure you specifically ask if he or she is a Delta Dental PPO dentist. We also recommend that you verify your dentist's participation before each dental appointment.

When you can't find a PPO dentist

The Delta Dental Premier network — our larger network — provides cost savings features and is the next best option when you can't find a PPO dentist. If you must visit a non-PPO dentist, a Delta Dental Premier dentist will usually save you more money than if you visit a non-Delta Dental dentist. While Premier dentists' contracted fees are often slightly higher than PPO dentists' fees, Premier dentists will not balance bill you above Delta Dental's approved amount; non-Delta Dental dentists may balance bill you up to their full fees. You may find a Premier dentist using our online dentist directory.

Recommend your dentist

We recognize that many people have a long-standing relationship with their dentist and may not want to change dental providers. We invite you to recommend your dentist for inclusion in the Delta Dental PPO network. Please visit our web site and complete the "Recommend Your Dentist" form. We will contact your dentist to provide more details. You can help by telling your dentist how important your PPO benefits are to you and that you would like him or her to consider becoming a Delta Dental PPO dentist.

Check your eligibility and benefits online

If you are visiting our web site for the first time, you will need to complete a one-time registration to log in and verify your eligibility, check your benefits for covered services and view maximums and deductible information. You may also print an ID card, although it is not required to receive services. You may simply provide the dental office with your group number and the enrollee ID number.

Transitioning from another plan?

If you have dental treatment in progress when your coverage begins — such as root canals, crowns and bridgework — your former dental plan should assume responsibility. Delta Dental will cover care started and completed after your plan's effective date. If your current Delta Dental plan includes orthodontic benefits, a claim form should be submitted for evaluation. Delta Dental will prorate the remaining amount based on the total case fee less the amount previously paid by your former dental plan.

Traveling abroad?

Delta Dental partners with International SOS Assistance, Inc. (I-SOS) to provide referrals to 3,200 dentists and dental clinics in 200 countries around the world. I-SOS dentists are not contracting Delta Dental dentists, and out-of-network benefits apply when receiving care outside the U.S. Call I-SOS at 800-523-6586 from within the U.S. or 215-942-8226 from outside the U.S. Indicate that you're a Delta Dental enrollee.

General information about choosing a dentist

Don't wait until you have a serious dental concern before you visit a dentist. Schedule regular dental visits for cleanings and exams — professional care can keep your teeth healthy and keep treatment costs down. To find a dentist, seek recommendations from friends, family or co-workers. You may contact the local or state dental society for independent referrals or questions about individual dentists.

Types of dentists/specialists:

- **General dentists** provide a full range of services for the entire family and may refer you to a specialist if your dental treatment requires specialized skills, experience or equipment. Your general dentist should share your dental records (charts, x-rays) with any specialist you need to see.
- **Endodontists** specialize in diseases and injuries of the tooth pulp, performing such services as root canals.
- **Oral surgeons** remove impacted teeth and repair fractures of the jaw and other damage to the bone structure around the mouth.
- **Orthodontists** correct misaligned teeth and jaws, usually by applying braces.
- **Pediatric dentists** limit their practices to children and teenagers.
- **Periodontists** treat diseases of the tissues that support and surround the teeth.
- **Prosthodontists** specialize in the restoration of natural teeth and/or the replacement of natural teeth with crowns, bridges, dentures, implants and other procedures.

What to know **during** your dental visit

Talk to your dentist about your health and treatment options

When you visit the dentist, be sure to share your dental and medical history and any prior complications. Dentists can identify signs of more serious health conditions and should be made aware of health information that may be critical to your dental care. Your hygienist is a great resource for dental health information to help you guard against tooth decay and gum disease. Ask your dentist to explain the pros and cons of each dental treatment option, including the future costs or consequences of postponing or avoiding treatment.

Predeterminations/Pre-treatment estimates

Determine costs ahead of time by asking your dentist to submit the treatment plan to Delta Dental for a predetermination of benefits before any treatment is provided. Delta Dental will verify your specific plan coverage and the cost of the treatment and provide an estimate of your copayment/coinsurance and what Delta Dental will pay. Predeterminations are free and help you and your dentist make informed decisions about the cost of your treatment.

Claim submission

Delta Dental dentists will submit claims for you. If you visit a non-contracting dentist, you may need to submit your own claim. You can download a form from our web site.

Dual coverage/Coordination of benefits

If your spouse has coverage with another company and you are covered by both dental plans, the two carriers will coordinate benefits to potentially lower your out-of-pocket costs. Ask your dentist to indicate the other carrier's information on the claim form submitted to Delta Dental and we'll take it from there. Group-specific exceptions may apply. Please review your Evidence of Coverage or Summary Plan Description for details specific to your plan's coordination of benefits, including rules for determining primary and secondary coverage.

Questions about your plan?

If you have questions about your PPO plan, visit our web site or contact one of our helpful Customer Service representatives. You may also get benefits and eligibility information 24 hours a day, seven days a week from our automated information line. Sign up for our free dental health e-newsletter, *Dental Wire*, for valuable dental health topics and information about maximizing your benefits.