DeltaCare® USA – Getting the most from your plan

We’ll do whatever it takes and then some.

DeltaCare USA plan features
• Clearly defined copayments
• No annual deductibles and no maximums
• Low or no costs for many services such as routine cleanings and exams

Visit your DeltaCare USA dentist
You must visit your selected DeltaCare USA general dentist to receive benefits under your plan.†
• If you do not select a dentist, we may choose one for you.
• Family members may select different dentists for treatment within the covered service area.
• You can change your selection through our website or by phone.
• Changes received by the 21st of the month will be effective the first day of the following month.

Choosing your DeltaCare USA dentist
Use our online dentist directory to find the most current listing of DeltaCare USA dentists.
• Visit deltadentalins.com on your mobile device or desktop, and click on “Find a Dentist”.
• Select “DeltaCare USA” as your plan network.

You can also call Customer Service for help in finding a dentist.

Easy to use
• We will notify your DeltaCare USA dentist about your enrollment and other important details about your coverage, such as dependent information, group number and enrollee ID number.
• No ID card is required to receive services; just provide the dental office with your name and date of birth or enrollee ID number.
• There are no claim forms. Just pay your copayment (if any) at the time of treatment.
• A complete list of covered procedures, copayments, plan limitations and exclusions is in your plan booklet.

Specialty care and authorizations
If you require treatment from a specialist, your DeltaCare USA general dentist will coordinate a referral for you.

In some states, Delta Dental must pre-authorize any dental services provided by a specialist, except for emergency treatment. Please refer to your plan booklet for specific details about your plan.

† State-specific exceptions may apply. Please review your plan booklet for your plan’s details.
With DeltaCare USA, you’ll enjoy many features including:

- Expanded hours for toll-free customer service
- Out-of-area emergency coverage
- Orthodontic treatment-in-progress provision

Dual coverage/Coordination of benefits
If your spouse or domestic partner has coverage with another dental plan, you or your family members may be covered by both plans.‡

- We don’t generally coordinate benefits with the other plan except if you receive authorized treatment from a specialist.
- Ask your specialist to submit the other plan’s explanation of benefits, and we’ll take it from there.

Sign up for an online account at deltadentalins.com
Use your mobile device or desktop to:
- Find a dentist
- Review benefits
- Verify eligibility
- View your ID card on your mobile device, or print it from your desktop

Transitioning from another plan
Your DeltaCare USA plan covers treatment started and completed only after your plan’s effective date of coverage. DeltaCare USA plans generally have no exclusions for pre-existing dental conditions or missing teeth.

DeltaCare USA has an orthodontic treatment-in-progress provision that allows new enrollees to continue treatment with their current orthodontist, as long as the enrollee is in active treatment started under his or her previous employer-sponsored dental plan. Enrollees are responsible for all copayments and fees subject to the provisions of their prior dental plan.¥

Check out our SmileWay® Wellness Program
Find dental health resources, including a risk assessment quiz, articles, videos and a free e-newsletter subscription, at mysmileway.com.

Questions about your plan?
Check your benefits and eligibility information through:
- our website
- our interactive voice response telephone line

Contact us:
- through our website
- by calling Customer Service toll-free during business hours.

‡ Group-specific exceptions may apply. Please review your plan booklet for specific details about your plan’s coordination of benefits, including rules for determining primary and secondary coverage.

¥ This provision may not apply to all plans. Please refer to your plan booklet for specific coverage details.