

# DeltaCare® USA – Getting the most from your plan



We'll do whatever it takes and then some.

## No deductibles, no maximums

	Select a DeltaCare USA dentist
	Receive your welcome kit
	Schedule an appointment
	Receive dental care
	Pay only your copayment directly to dentist

No paperwork.  
No hassle.

### 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.<sup>†</sup>

- 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 21<sup>st</sup> 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](http://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.

<sup>†</sup> State-specific exceptions may apply. Please review your plan booklet for your plan's details.

## WE KEEP YOU SMILING®

Why do 1.5 million enrollees trust their smiles to DeltaCare USA?

- Large dentist network
- Easy to use
- Affordable costs
- Extensive coverage, including orthodontics

## DeltaCare USA Customer Service

800-422-4234

DeltaCare® USA is underwritten in these states by these entities: AL — Alpha Dental of Alabama, Inc.; AZ — Alpha Dental of Arizona, Inc.; CA — Delta Dental of California; AR, CO, IA, MI, NE, OR, RI, SC, WA, WI, WY — Dentegra Insurance Company; DC, DE, FL, GA, KS, TN and WV — Delta Dental Insurance Company; HI, ID, IL, IN, KY, MD, MO, NJ, OH, TX — Alpha Dental Programs, Inc.; NV — Alpha Dental of Nevada, Inc.; UT — Alpha Dental of Utah, Inc.; NM — Alpha Dental of New Mexico, Inc.; NY — Delta Dental of New York, Inc.; PA — Delta Dental of Pennsylvania; VA — Delta Dental of Virginia. Delta Dental Insurance Company acts as the DeltaCare USA administrator in all these states. These companies are financially responsible for their own products.

## 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](http://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](http://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.