

Total Quality Logistics

Welcome to Delta Dental of Ohio!

Beginning on your effective date, you will be covered under Delta Dental PPO™ (Point-of-Service) and will have access to two of the nation's largest networks of participating dentists: Delta Dental PPO™ and Delta Dental Premier® network. Delta Dental is honored that you have chosen us, and we look forward to serving you. For more details, please review the enclosed Summary of Benefits.



How can I save?

Delta Dental PPO and Delta Dental Premier Dentists

- Submits claims for you
- Only charges you for your copayment and deductible, if any; no balance billing
- Out-of-pocket costs are likely to be lower

Nonparticipating Dentists

- May require you to submit your own claims
- May charge you the full cost of a procedure
- May ask for payment in full up front

How will the dentist receive payment?

Delta Dental PPO and Delta Dental Premier Dentists

Payment will be sent directly to your dentist.

Nonparticipating Dentists

You will be responsible for making full payment to your dentist and then Delta Dental will send you the check for covered service.

What is the difference between a Delta Dental PPO and a Delta Dental Premier dentist?

Delta Dental PPO providers accept a lower fee (in other words, they've agreed to a larger claim discount) than Delta Dental Premier dentists would accept. **This means that your out-of-pocket costs will likely be less when visiting a Delta Dental PPO dentist**, because your copayment percentage (if any) will be applied to a lesser amount. Please see our included pricing samples for a detailed example.

How can I find a participating dentist or find out if my dentist participates?

You can find participating dentists by visiting our website at www.deltadentaloh.com or by calling Delta Dental's Customer Service department at 800-524-0149.

What if my dentist does not participate and I would like Delta Dental to recruit him/her?

If your dentist is not a participating dentist, you can request that we recruit them by visiting our website at www.deltadentaloh.com and completing the "Refer Your Dentist" form or by calling or emailing our Customer Service department. You can also talk to your dentist about joining a Delta Dental network.

Should I tell my dentist my coverage changed?

Yes! Please tell your dentist that Delta Dental of Ohio is providing you with coverage under a Delta Dental PPO plan.

Where can I find information about my eligibility and claims?

Once you are enrolled with Delta Dental, you can review your eligibility status, claims information, and benefits by visiting our Consumer Toolkit® at www.deltadentaloh.com. This toolkit will also enable you to print your own ID cards and can provide you with oral health tips.

What if I am in the middle of treatment?

We encourage you to complete multiple-step procedures in progress (like crowns, bridges, or dentures) prior to your effective date with Delta Dental. However, Delta Dental *will* cover services that are completed after your effective date where applicable.

How will orthodontic claims be processed?

If you are enrolled in the Buy-Up plan and one of your family members is in the middle of orthodontic treatment and has not yet reached his or her lifetime orthodontic maximum, ask the dentist to submit a claim with the complete treatment plan to us as if he or she were submitting the claim for the first time. We will use the information on this claim to calculate the remaining liability based on the number of months left in the treatment plan. We will then make quarterly payments until treatment ends or until your family member reaches his or her lifetime orthodontic maximum.

Where should claims be submitted for services rendered prior to my effective date?

Claims for dental services rendered prior to your effective date must be submitted to your previous dental carrier to receive reimbursement.

What if I have other questions?

If you have other questions about your dental benefits, please contact Delta Dental's Customer Service department at 800-524-0149.



Pricing Example Delta Dental PPO

Please note that Coverage level may vary based on plan design.
Please see your Summary of Dental Benefits for details.

| | | Delta Dental PPO Dentist ¹ | Delta Dental Premier Dentist ² | Out-Of-Network Dentist ³ |
|--|---------------------------|--|--|--|
| DENTAL BUY-UP Amalgam Filling | Submitted fee: | \$115.00 | \$115.00 | \$115.00 |
| | Maximum Approved Fee: | \$66.00 | \$106.00 | \$102.00 |
| | Coverage level: | 100% | 80% | 80% |
| | Amount Delta Dental Pays: | \$66.00 | \$84.80 | \$81.60 |
| | AMOUNT YOU PAY: | \$0.00 | \$21.20 | \$33.40 |
| DENTAL BASE PLAN Extraction - Erupted Tooth | Submitted fee: | \$150.00 | \$150.00 | \$150.00 |
| | Maximum Approved Fee: | \$80.00 | \$134.00 | \$102.00 |
| | Coverage level: | 50% | 50% | 50% |
| | Amount Delta Dental Pays: | \$40.00 | \$67.00 | \$51.00 |
| | AMOUNT YOU PAY: | \$40.00 | \$67.00 | \$99.00 |

¹ A Delta Dental PPO Dentist is one who has agreed to accept the Delta Dental PPO Fee Schedule amount as payment in full. The Delta Dental PPO Fee Schedule amount is generally lower than the Maximum Approved Fee used for a dentist who participates in Delta Dental Premier.

² The Maximum Approved Fee is the maximum amount Delta Dental has approved for a specific procedure performed by a Delta Dental Premier dentist. Delta Dental Premier dentists agree to accept this amount as payment in full.

³ The Nonparticipating Dentist Fee is the maximum amount Delta Dental has approved for a specific procedure performed by a dentist who does not participate in either Delta Dental PPO or Delta Dental Premier.

For dental services rendered after your effective date, your dentist should send all claims to:

**Delta Dental
P.O. Box 9085
Farmington Hills, MI 48333-9085**

To find a provider use the code below.



www.deltadentaloh.com