

Do I need an ID card to receive care?

No. Your dentist can verify your coverage anytime by checking our online Member Portal or by calling us.

What if I have other questions?

Please visit our website or call Delta Dental's customer service team at 800-524-0149. Representatives can assist you Monday through Friday from 8:30 a.m. to 8 p.m. ET.



Delta Dental—the nation's dental benefits leader

As America's largest and most trusted dental benefits carrier, Delta Dental covers more Americans than any other dental benefits provider—and strives daily to make dental coverage more accessible and affordable to a wide variety of employers, groups and individuals.

Questions?

Please call our customer service team at 800-524-0149, or visit us online.

Delta Dental of Michigan
www.deltadentalmi.com

Delta Dental of Ohio
www.deltadentaloh.com

Delta Dental of Indiana
www.deltadentalin.com



Delta Dental PPO (Standard)



Choices and convenience—with Delta Dental PPO

(Standard)

Delta Dental PPO™ (Standard) is Delta Dental's preferred provider organization plan that can save you money when you visit a Delta Dental PPO dentist.

You can visit any licensed dentist, but you will save the most money if you see a dentist who participates in our PPO network. That's because Delta Dental has established a maximum approved fee for nearly all dental services, and participating dentists agree to accept these fees as full payment for those services. If the dentist's fee is higher than Delta Dental's, you cannot be charged the difference. This means you are responsible only for your copayments and deductibles, if any, when you visit a Delta Dental PPO participating dentist.

Participating dentists agree to abide by Delta Dental's unique set of processing policies. They'll fill out and file your claim forms, too, which makes Delta Dental PPO easy to use and hassle-free.

Frequently asked questions about Delta Dental PPO

Do my family members and I have to visit a particular dentist?

No. You may visit the dentist of your choice: a Delta Dental PPO dentist, a Delta Dental Premier® dentist or a nonparticipating dentist. However, your cost will likely be lowest when you go to a Delta Dental PPO dentist.

Delta Dental PPO dentists—Your dental plan is designed to offer the lowest out-of-pocket expense when you use Delta Dental PPO dentists. Delta Dental PPO dentists agree to accept Delta Dental's PPO approved amount as payment in full for covered services. You are only responsible for your coinsurance and deductible, if any.

Delta Dental Premier dentists—Many dentists that are not part of the Delta Dental PPO network may be in the Delta Dental Premier network. You may still save money when you use a Delta Dental Premier dentist, but you will be responsible for your coinsurance and deductible, if any, plus any additional costs for using a dentist outside the Delta Dental PPO network.

Nonparticipating dentists—Dentists that do not participate with Delta Dental do not have an agreement to accept Delta Dental's approved amounts. Nonparticipating dentists will likely cost you the most money. When you

use providers that do not participate with Delta Dental, you are responsible for paying your coinsurance and deductible, if any, plus any additional costs up to the dentist's charge.

How can I find a participating dentist?

Delta Dental PPO features one of the nation's largest networks of PPO dentists—with more than 114,000 dentists practicing in more than 381,800 locations throughout the United States and its territories.*

To find a participating dentist, use the Find a Dentist tool on our website or call our customer service team at 800-524-0149. Delta Dental's Automated Service Inquiry (DASI) system is available 24/7, or representatives may assist you Monday through Friday, 8:30 a.m. to 8 p.m. ET

How do I know what's covered under my plan?

To explore your plan benefits, you can create a free account and log in to our Member Portal. This secure application, which can be found on our websites, gives you 24/7 access to benefit information, claims tracking, the Find a Dentist tool, and the ability to view your Explanation of Benefits (EOB) and print an ID card. You may also call our customer service team at 800-524-0149.

*Delta Dental Plans Association, December 2020.