DELTA DENTAL

Visit our web site and enjoy many useful services

Log in to:

- Check benefits, eligibility and claims status
- Print your ID card
- Find the average cost of a dental procedure in your area
- Find a dentist outside the U.S. by using our international dentist referral service

Other convenient services and information you can access without logging in:

- **Find a dentist**
  Search for a dentist and link to a map with driving directions
- **Oral health**
  Read dental health tips to keep your smile healthy
- **Just for kids**
  See our kids' web site
- **Delta Dental en Español**
  Visit a Spanish version of our web site

Tools and information just for Delta Dental enrollees:

- Download and print a claim form
- Get information about your benefits
- Get answers to your frequently asked questions
- Subscribe to our online dental health newsletter

Visit www.deltadentalins.com

Delta Dental's Mission: To advance dental health and access through exceptional dental benefits service, technology and professional support.

Continued on back

Q: How do I log in to the web site?

A: You can log in from any page on the web site. Simply enter your user name and password in the designated boxes and submit. If you don't have a user name or password, click the "Register here" link to complete a quick registration process.

Q: I'm enrolled in a Delta Dental plan, but I don't know which one. How do I find out?

A: Log in with your user name and password (on the home page or any page on the web site), then click on "Eligibility & Benefits" in the main navigation menu. Your plan type will be listed on this page. Your benefits department or administrator should also be able to provide you with the plan name.

Q: How do I find a dentist?

A: You don't need to log in to find a dentist, just use the "Find a Dentist" search on the home page. Select the type of dental plan you have and the state in which you wish to search. You'll then be able to search for a dentist by location, or you can check to see if your current dentist is a Delta Dental dentist.

Q: Where can I get information about my benefits?

A: Log in to our secure system by entering your user name and password in the designated boxes (on the home page or any page on the web site), then click on "Eligibility & Benefits" in the main navigation menu.

Q: How do I print an ID card?

A: You don't need an ID card to obtain services, but if you'd like to have one, you can print it online. Log in with your user name and password (on the home page or any page on the web site), then click on "Eligibility & Benefits" in the main navigation menu. Click on the Print an ID Card link on this page.

Q: Do I need to download and print a claim form?

A: You don't need to complete a claim form when you visit a Delta Dental dentist since the dental office does it on your behalf. You only need to download and print a claim form from the web site when visiting a non-Delta Dental dentist.

Q: How do I check on the status of a claim or a recently processed claim?

A: Log in by entering your user name and password (on the home page or any page on the web site) and click on "Claims" in the main navigation menu.

Q: How can I check on the average cost of a dental procedure in my area?

A: Log in by entering your user name and password (on the home page or any page on the web site) and click on "Fee Finder" in the main navigation menu.

Q: Can I contact Customer Service on the web site?

A: Yes. You don't have to log in to contact Customer Service from our web site. Simply click on "Contact us" at the top of the home page and follow the appropriate links for your plan. You'll be presented with a number of contact options, including online Customer Service request forms for specific issues as well as the toll-free telephone number for your plan.

Q: How often is the site updated?

A: The "Find a Dentist" directory is updated weekly. The "Eligibility & Benefits" records are refreshed nightly and reflect any updates made the previous day. All other information on the web site is updated as needed.

DELTA DENTAL®

Delta Dental includes these companies in these states: Delta Dental of California – CA • Delta Dental of Pennsylvania – PA & MD • Delta Dental of West Virginia – WV • Delta Dental of Delaware – DE • Delta Dental of the District of Columbia – DC • Delta Dental of New York – NY • Delta Dental Insurance Company – AL, FL, GA, LA, MS, MT, NV, TX, UT

(11/26/07) EB30 #44243_FFS