DELTA DENTAL®

Virtual Consult



Virtual Consult FAQ

A new teledentistry solution for real-time dentist consultations

1. What does it cost for my company to use Virtual Consult?

Virtual Consult is available at no cost to employer-sponsored groups.

2. What is the cost for my employees to have an appointment?

Members who have 100% coverage for oral evaluations and who have not exceeded their frequency limitations for office visits or limited oral evaluations are eligible to use Virtual Consult. There are no additional costs to use the platform.

Diagnostic screenings within the platform are covered as a Limited Oral Evaluation (D0140). Most employer-sponsored Delta Dental plans cover diagnostic exams at no or low cost. Members will be billed by the provider for any fees, copayments or coinsurance amounts due for services that aren't covered.

3. Which Delta Dental plans are eligible to use Virtual Consult?

Currently, Virtual Consult is available to members covered under an employer-sponsored Delta Dental PPO™ or Delta Dental Premier® plan, or an Individual Delta Dental PPO or AARP® PPO plan.

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4. **Can members' dependents use Virtual Consult?**

   Yes. Members' eligible dependents on their plan can use the platform. Child dependents may be added to the primary enrollee's account for visits on Virtual Consult. Adult dependents may register themselves and will need their primary subscriber's ID number to create a new account with a unique email address.

5. **Can Virtual Consult be used for dental appointments?**

   Yes, Virtual Consult may be used to evaluate dental issues.

6. **How do I find an in-network dentist on the platform?**

   All dentists on the Virtual Consult platform are in-network.

7. **How do I share information about Virtual Consult with employees in my company?**

   Your Account Manager will provide you with an optional marketing kit with flyers, an email template, video and other marketing assets you can use to promote Virtual Consult to your employees. We highly encourage you to use these materials, but at this time Delta Dental cannot support any custom edits.

   When Virtual Consult is launched, Delta Dental will notify you with program launch information plus a registration link on how to access and download the app.

8. **Where can members get help if they are having trouble using the Virtual Consult platform?**

   Technical support can be reached 24/7 through Virtual Consult.

   Email: virtualconsult@amwell.com

   Phone: 833-392-0789

9. **Is Virtual Consult secure?**

   Yes. Virtual Consult is a HIPAA-compliant platform. No videos are saved after a visit and a member's confidential information will always stay encrypted and safe.

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10. Will members be able to view the Virtual Consult claim on Delta Dental's member website?

Yes. Virtual Consult claims will appear as an oral evaluation in claims.

11. Will members receive an Explanation of Benefits (EOB)?

After the claim has been processed, the summary can be found on the Delta Dental website and downloaded by the employee.



Please note that availability of Virtual Consult providers may vary based upon state and appointments are subject to schedule availability.

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

These companies are members, or affiliates of members, of the Delta Dental Plans Association, a network of 39 Delta Dental companies that together provide dental coverage to 80 million people around the country. Operations in: Alabama, California, Delaware, District of Columbia, Florida, Georgia, Louisiana, Maryland, Mississippi, Montana, Nevada, New York, Pennsylvania, Puerto Rico, Texas, U.S. Virgin Islands, Utah and West Virginia.

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