

Smile Wherever You Are

Access dental services away from home



If you have a dental emergency while you're traveling, Delta Dental makes it easy for you to access services. Most Delta Dental plans include coverage for emergency care,¹ but always check your plan booklet before seeking treatment from an out-of-network dentist.²

Request reimbursement

Here's how to request reimbursement for out-of-network dental care. Reimbursement may not cover the entire treatment cost. See your plan booklet for details.

1. Ask the dental office for a detailed receipt or billing statement, including:
 - Amount paid (in original currency)
 - Services provided and teeth treated
 - Name and address of dentist
 - Date of service
2. Submit a claim to Delta Dental.
 - Log in to your account by going to **deltadentalins.com** and clicking **Log in**. Select **Claims & visits** in the left hand corner. Click **how to file a claim** and follow the instructions provided.
 - Complete the form and submit with your detailed receipt. For non-English documents, provide a translation or a patient statement in English.

Need help?

If you have questions about emergency coverage, contact Customer Service.

Online

Go to **deltadentalins.com** and click **Contact Us**. In the phrase "For all other questions, contact us" click **contact us** to go to the Customer Service Form.

By telephone (toll-free)

DeltaCare® USA: **800-422-4234**

Delta Dental PPO™ and Delta Dental Premier®:

- Delta Dental of California: **888-335-8227**
- California School District Employees: **866-499-3001**
- Delta Dental of Delaware; Delta Dental of the District of Columbia; Delta Dental of New York; Delta Dental of Pennsylvania (and Maryland); Delta Dental of West Virginia: **800-932-0783**
- Delta Dental Insurance Company (Alabama, Florida, Georgia, Louisiana, Mississippi, Montana, Nevada, Texas, Utah): **800-521-2651**

¹ Under some plans, emergency treatment is covered only to relieve pain. Review your Evidence of Coverage, Summary Plan Description or Group Dental Service Contract for specific details about your plan.

² Certain plans let you visit any licensed dentist for services, but you usually save money when visiting a network dentist. Some plans require you to visit a network dentist. You can find a network dentist at deltadentalins.com. If you are not sure of your plan, register or log in to Online Services.

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, MA, ME, MI, MN, NC, ND, NE, NH, OK, OR, RI, SC, SD, VA, VT, WA, WI, WY — Dentegra Insurance Company; AK, CT, DC, DE, FL, GA, KS, LA, MS, MT, TN, 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. Delta Dental Insurance Company acts as the DeltaCare USA administrator in all these states. These companies are financially responsible for their own products.

Delta Dental PPO and Delta Dental Premier are underwritten by Delta Dental Insurance Company in AL, DC, FL, GA, LA, MS, MT, NV, TX and UT and by not-for-profit dental service companies in these states: CA — Delta Dental of California; PA, MD — Delta Dental of Pennsylvania; NY — Delta Dental of New York, Inc.; DE — Delta Dental of Delaware, Inc.; WV — Delta Dental of West Virginia, Inc. In Texas, Delta Dental PPO provides a dental provider organization (DPO) plan.

West Virginia: Learn about our commitment to providing access to a quality dentist network at deltadentalins.com/about/legal/index-enrollee.html.



deltadentalins.com/enrollees