Visit our web site* and enjoy many useful services Log in to: Check benefits, eligibility and claims status Print your ID card

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

e Find a dentist outside the U.S. by using

our international dentist referral service

Find the average cost of a dental

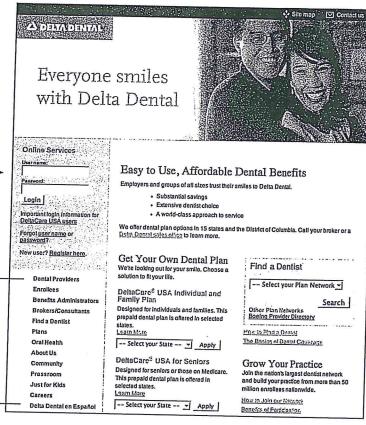
procedure in your area

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

Tools and information for enrollees:

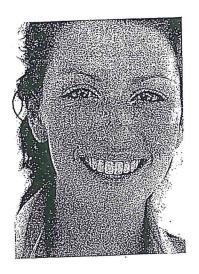
- € Download and print a claim form
- Get general information about how your plan works
- Get answers to frequently asked questions
- Subscribe to our online dental health newsletter

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The web site www.deltadentalins.com is the home of the Delta Dental companies listed on the reverse side and their subsidiaries and affiliates. For other Delta Dental ompanies, visit the Delta Dental Plans Association web site at www.deltadental.com.



Delta Dental Customer Service:

DeltaCare USA 800-422-4234

Delta Dental of California 800-765-6003

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

- 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 already have a user name or password, click the "Register here" link to complete a quick registration process.
- Q: What if I have trouble logging in to the web site or I don't have Internet access?
- A: You can check your benefits, eligibility and claim information on our interactive voice response telephone line or speak to a Customer Service representative Monday through Friday by calling Delta Dental toll-free. For DeltaCare USA enrollees, please call 800-422-4234. For Delta Dental PPOsM and Premier® enrollees, please use the numbers listed at the left to contact Customer Service.
- 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
- 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: How current is the information on the web site?
- 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.

For detailed instructions on checking your benefits and eligibility, finding a dentist, printing an ID card and submitting a claim form, visit the Enrollee Resources section of our web site at:

http://www.deltadentalins.com/enrollees/web_help.html



Visit Delta Dental's web site at: www.deltadentalins.com

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

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