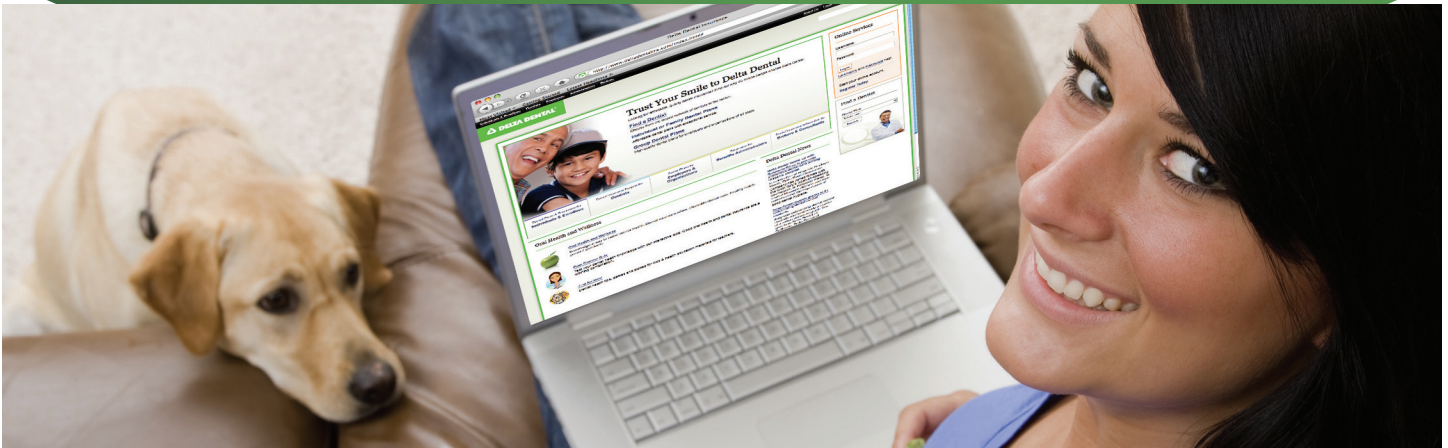


Visit the Delta Dental website: [deltadentalins.com](http://deltadentalins.com)



We'll do whatever it takes and then some.

## Go online for fast, easy, convenient services

Our website\* makes it easy for you to manage your dental plan. Tools, services, information, forms – you'll find everything you need just a click away.

### 1 Log in to:

- Check benefits, eligibility and claims status
- Go paperless with electronic dental benefit statements
- Print your ID card
- Find the average cost of a dental procedure in your area

### 2

#### Find a dentist:

- Select your plan
- Enter options such as state and ZIP code
- Search for a dentist and link to a map with driving directions

### 3 SmileWay® Wellness Site

Read articles, watch videos, find a glossary of dental terms and subscribe to our free dental health e-newsletter

The screenshot shows the Delta Dental website homepage. At the top, there's a navigation bar with 'DELTA DENTAL' and 'Trust Your Smile to Delta Dental'. Below this is a main content area with a large image of a smiling family and text about dental insurance. To the right is an 'Online Services' section with a login form. Below the main content are several tabs: 'Dental Plans & Resources for Individuals & Enrollees', 'Dental Insurance Support for Dentists', 'Dental Plans for Employers & Organizations', 'Resources for Benefits Administrators', and 'Dental Insurance Information for Brokers & Consultants'. The 'Oral Health' section features three items: 'SmileWay Wellness Site', 'Gum Disease Quiz', and 'Just for kids!'. The 'Delta Dental News' section has a headline about Hurricane Irene and a link to 'Delta Dental green'.

### 4 Oral Health Quizzes

Assess your risk for cavities and gum disease and learn how to prevent them

### 5 Just for kids

See our kids' website also available at [MySmileKids.com](http://MySmileKids.com)

\* The website [deltadentalins.com](http://deltadentalins.com) is the home of the Delta Dental companies listed on the reverse side and their subsidiaries and affiliates. For other Delta Dental companies, visit the Delta Dental Plans Association website at [deltadental.com](http://deltadental.com).

## WE KEEP YOU SMILING®

Why do 56 million enrollees trust their smiles to Delta Dental?

- More dentists
- Simpler process
- Less out-of-pocket

## Connect with us!

facebook.com/deltadentalins  
twitter.com/deltadentalins  
youtube.com/deltadentalins

## Delta Dental Customer Service

DeltaCare® USA  
800-422-4234

Delta Dental PPO<sup>SM</sup> and  
Delta Dental Premier®  
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

California School District Employees  
866-499-3001

### deltadentalins.com

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, Inc. – DE • Delta Dental of the District of Columbia, Inc. – DC • Delta Dental of New York, Inc. – NY • Delta Dental Insurance Company – AL, FL, GA, LA, MS, MT, NV, TX, UT

The screenshot shows the Delta Dental website interface. At the top, there's a navigation bar with 'DELTA DENTAL' and 'Individuals, Families & Enrollees'. A '3' in a green circle is in the top right. Below the navigation, there's a 'Get A Dental Plan' button and a 'Use Your Dental Plan' button. The main content area features a 'Preventive Care' section with a 'Don't give in to gum disease' headline and a 'Gum disease is the leading cause of tooth loss for people in the U.S.' sub-headline. Below this is a 'Your Dental Plan Support Guide' overlay with a 'View All' button. The guide has three main sections: 'Finding Your Dentist', 'Getting Dental Care', and 'Managing Costs'. The 'Finding Your Dentist' section includes 'Learn more about finding and choosing a dentist.', 'Finding a New Dentist', 'Why Choose a Delta Dental Dentist', and 'Check If Your Dentist is in Our Network'. The 'Getting Dental Care' section includes 'Look here for information about planning your dental treatment.', 'Planning For Major Dental Work', 'Viewing Eligibility Information Online', and 'Dental Emergencies'. The 'Managing Costs' section includes 'Getting the most out of your dental plan.', 'How To File A Dental Claim', and 'If You Are Covered By Two Dental Plans'. On the right side of the overlay, there's a 'Forms' section with a 'Claim Forms | Service Forms' link and a list of state-specific claim forms: Delta Dental of California, Delta Dental of Delaware, Delta Dental of the District of Columbia, Delta Dental Insurance Company, Delta Dental of New York, Delta Dental of Pennsylvania, and Delta Dental of West Virginia. There's also a 'Find a Dentist' section with a 'Select Your Plan' dropdown and a 'Search' button. A 'Register Today' button is visible in the top right of the overlay.

## 1 Other tools and information:

Visit the “Use Your Dental Plan” page for a helpful plan support guide and answers to frequently asked questions.

- Download and print a claim form
- Find general information about how your plan works
- Get instructions for using our website

## 2 Forms and support:

- Find quick links to claim, grievance and customer service request forms

## 3 Delta Dental en Español:

- Visit a Spanish version of our website

### Q: How do I log in to the website?

A: 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 Today” link to complete the quick three-step registration process:

1. Select “Enrollee” for your user type.
2. Enter your name and other information in the form.
3. Choose a user name and password to complete your registration.

### Q: Can I contact Delta Dental through the website?

A: Yes. You don't have to log in to contact us from the website. 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.

### Q: What if I have trouble logging in to the website?

A: If you have problems, use the Online Services Login Customer Service Form to contact us for assistance. You can find the form on the “Individuals & Enrollees” page of the website. Scroll down the “Individuals & Enrollees” page to find the Forms box on the right-hand side of the page. You can find

the Online Services Login Service Form link at the end of the Customer Service Forms section.

### Q: What if 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 PPO<sup>SM</sup> and Delta Dental Premier® enrollees, call Customer Service at 800-932-0783.

### 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 and click on “Fee Finder” in the main navigation menu.

### Q: How current is the information in the online dentist directory?

A: The “Find a Dentist” directory is updated daily.

### Q: What if I have more questions?

A: For detailed instructions on checking your benefits and eligibility, finding a dentist, printing an ID card and submitting a claim form, visit the “Use Your Dental Plan” page of our website for these and other helpful topics.