

Transition of Care for the Delta Dental PPO™ Bronze, Gold and Silver Plans

Most dental procedures are completed on the same day. But more complex treatments can involve procedures occurring over multiple days. If you are transitioning from a dental plan with another carrier to a Delta Dental plan and are in the middle of treatment, you'll want to be aware of Delta Dental's transition of care policy.

In general, covered services are paid by Delta Dental if the treatment date is on or after the effective date of your Delta Dental coverage. The following information outlines how specific treatment in progress is handled:

Root Canals (Endodontic Treatment) - The treatment date is the date of the final procedure that completes treatment.

Crowns - The treatment date is the date of the final procedure that completes treatment.

Orthodontia (braces) - When orthodontic treatment begins, your Dentist will submit a payment plan to Delta Dental based upon your projected course of treatment. In accordance with the agreed upon payment plan, Delta Dental will make an initial payment to you or your Participating Dentist equal to Delta Dental's stated Copayment on 30% of the Maximum Payment for Orthodontic Services as set forth in this Summary of Dental Plan Benefits. Delta Dental will make additional payments as follows: Delta Dental will pay 50% of the per monthly fee charged by your Dentist based upon the agreed upon payment plan provided by your Dentist to Delta Dental.

Submitting an Orthodontic Claim - In order to begin receiving orthodontic payments, your dental office should submit the original orthodontic treatment plan (claim form) including the original service date, the total number of months of treatment proposed, ongoing monthly fees and payments made by other plans. Claims should be sent to the address listed below.

Claim forms -

For Covered Services rendered by a Nonparticipating Dentist or Out-of-Country Dentist, Delta Dental will send payment to you unless otherwise required by law or contract, and you will be responsible for making full payment to the Dentist. You will be responsible for any difference between Delta Dental's payment and the Dentist's Submitted Amount. You can also download a blank claim form by logging into the Consumer Toolkit at www.DeltaDentalOH.com. Claim forms can be sent to the following address:

Delta Dental
P.O. Box 9085
Farmington Hills, Michigan 48333-9085

Customer Service - If you have questions regarding the Delta Dental Bronze, Silver, or Gold plans, please call our Customer Service department, Monday - Friday, 8:30 a.m. - 8:00 p.m. ET, at 877 380-2051 or email us at: CustomerService@DeltaDentalOH.com.

Transition of Care for the DeltaCare® USA Platinum Plan

There are no transition of benefits for services started prior to the effective date of your DeltaCare® USA plan, except for orthodontic benefits. Orthodontic treatment in progress is limited to new DeltaCare® USA enrollees who, at the time of their original effective date, are in active treatment started under their previous employer-sponsored dental plan, as long as they continue to be eligible under the DeltaCare® USA plan. Active treatment means tooth movement has begun. Enrollees are responsible for all copayments and fees subject to the provisions of their prior dental plan. Delta Dental is financially responsible only for amounts unpaid by the prior dental plan for qualifying orthodontic cases. Please have your treating orthodontist complete and submit the transition of care form which can be obtained at <https://www.deltadentalins.com/forms/DeltaCareUSAContinuousOrthoCoverage.pdf> along with a claim form within 30 days of your plan effective date.

Customer Service – If you have questions regarding the Delta Dental Platinum plan, please call our Customer Service department, Monday – Friday, 8:00 a.m. – 9:00 p.m. ET, at 1-800-546-9751 or email us at: dpcsddic@delta.org.

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, ME, MI, NC, NH, OK, OR, RI, SC, SD, VT, WA, WI, WY – Dentegra Insurance Company; AK, CT, DE, FL, GA, KS, LA, MS, MT, TN, WV and Washington, D.C. – 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; VA – Delta Dental of Virginia. Delta Dental Insurance Company acts as the DeltaCare USA administrator in all these states. These companies are financially responsible for their own products.