

Out-of-network care claims guide



Requesting reimbursement

Delta Dental makes it easy for you to file a claim if the dentist you trust is out-of-network. Most Delta Dental plans include coverage for out-of-network care, but it's best to check your plan booklet prior to out-of-network treatment.¹

How to request reimbursement

If you visit an out-of-network dentist regularly, or receive out-of-network services while traveling or for an emergency situation, you can request reimbursement for care.²

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.

- Visit deltadentalins.com/enrollees and select **See what's next** under "After your visit."
- Follow the instructions under **File a claim** to identify and download the correct claim form for you.
- Fill out the form with your information.
- Provide a detailed receipt or a document given to you by the dentist that includes:

- Dentist's name, address and phone number
- Date each service was performed
- Description, procedure code and fee of each service performed
- List of affected teeth
- Total cost of services performed
- Dentist's National Provider Identifier (NPI) and Tax Identification Number (TIN)
- State license number
- Specialty code

If any of the information above is missing from the document you receive from the dentist, make a note on your claim.

- Print and mail to the address printed on the form.

Need help?

Visit deltadentalins.com/contact, select the correct information under **Step 1** and **Step 2** and then click **Submit**.

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. 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.

² Reimbursement may not cover the entire treatment cost. See your plan booklet for details.

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