

Request for Utilization Review and Management Guidelines

California H&S code (1363.5(b)(5)), requires that the criteria or guidelines used for the purposes of utilization review or utilization management functions are available to the public upon request. The request should be directed to the address below and identify the specific service and/or procedure for which the information is being requested. The materials provided are guidelines used by this plan to authorize, modify, or deny care for persons with similar illnesses or conditions. Specific care and treatment may vary depending on individual need and the benefits covered under an individual's contract.

Delta Dental
Grievance & Appeal
11155 International Drive
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Delta Dental of California
Headquarters:
560 Mission Street
Suite 1300
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415-972-8300

East Bay:
1333 Broadway
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415-972-8300

Southern California:
17871 Park Plaza Drive
Suite 200
Cerritos, CA 90703

Claims Processing,
Customer Service:
P.O. Box 997330
Sacramento, CA 95899

Offices in:
Cerritos, Fresno,
Oakland, Rancho
Cordova, San Diego,
San Francisco