



Delta Dental of Massachusetts

**WELCOME**

you've brought your smile to the right place.



## Caring for your smile is our passion.

You can say a lot with a smile. For people of all ages, it's a universal sign for happiness. Plus, a healthy smile is a sign of good overall health. That's why we're committed to helping your smile get the best care and coverage.

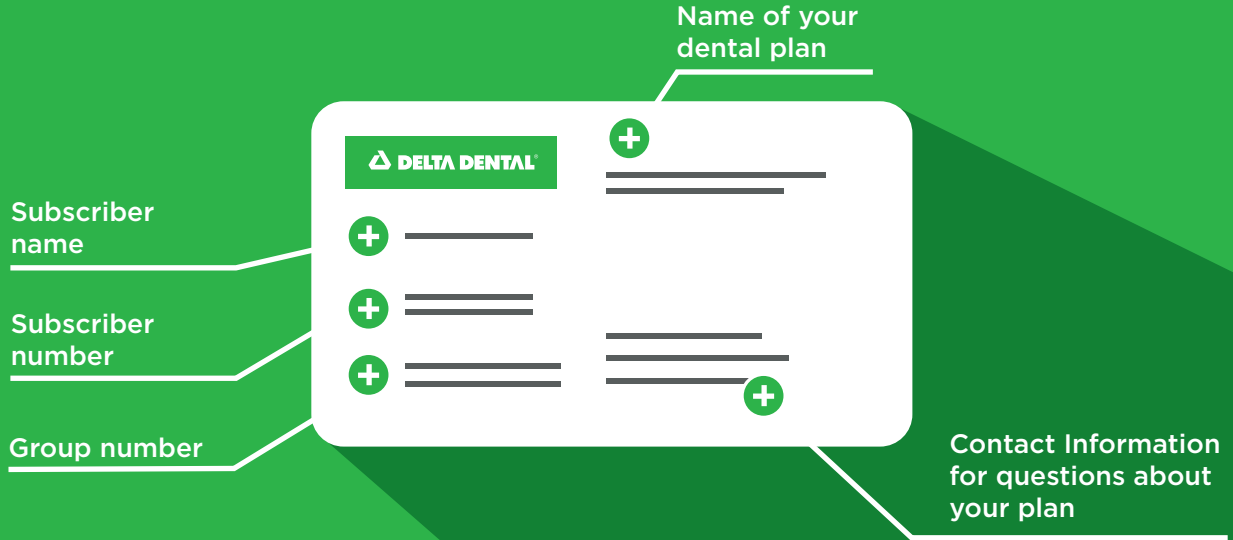


## What can you do to get to know your plan?

Log into our Member Portal to see the details of your benefits plan, including maximums and deductibles and how many benefit dollars used to date. Contact your Benefit Administrator to view your subscriber certificate which shows services not covered, exclusions and limitations.

## Bring your ID card when you visit the dentist.

Within 10 days of enrollment, you'll receive two Delta Dental Identification (ID) cards. Both cards include the subscriber's name, but can be used by everyone covered under your plan.



## Find a dentist who makes you smile.

3 out of 4 dentists in the U.S. participate in Delta Dental networks. Because each network we offer is different, it's important that you check with your dentist before you get care.

Don't have a dentist? We can help you find one. Visit [deltadentalma.com](http://deltadentalma.com) and click on "Find a Dentist."

## Get the best value.

Choose a dentist in our Delta Dental network to get more services for less money. If you prefer a dentist who isn't in our network, your out-of-pocket expenses may be higher. Be sure to check your plan, as some do not cover out-of-network care.



## Know what to expect at the dentist.

When you visit the dentist, bring your smile and your Delta Dental ID card. Remember, if you stay within our network, you'll get more value.

### Visiting a dentist in our network

You'll benefit from:

- Greater value - Get more services for less money.
- Less paperwork - Your dentist will complete your claim forms for you.
- No extra bills - You won't receive a "balance bill," which is when a dentist bills you for the difference between what we pay them and what they normally charge for a procedure.



## Visiting a dentist outside of our network

When visiting a dentist outside of our network, you'll pay the service fees to your dentist directly (either at time of service or later through a bill). Then you'll be reimbursed based on your coverage plan after you submit a claim form. To learn more about submitting claims, visit [deltadentalma.com](https://deltadentalma.com).

We also suggest asking your dentist to submit a pre-treatment estimate to Delta Dental for any procedure when you are unsure of any out-of-pocket costs you may incur.

Have questions about submitting and processing claims? Visit [deltadentalma.com/members/](https://deltadentalma.com/members/) for the Frequently Asked Questions section.



We're here for you  
at home or on the go.



**Register online at our Member Portal.**

Stay up to date with the latest information about your benefits via our Member Portal at [deltadentalma.com/members](https://deltadentalma.com/members). Get secure access to your plan information, check your eligibility, and review the status of claims.



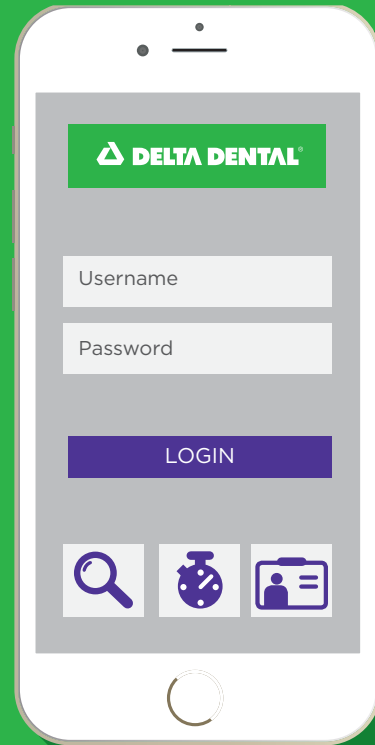


## Use our app to access your dental plan anytime, anywhere

Download our Delta Dental mobile app and get instant access to:

- Mobile ID card
- Dentist search
- Cost estimator
- Claims and coverage information

And, stay on track with your oral health routine by using our built-in toothbrush timer.



## Keep a healthy smile for life.

Visit [keepahealthysmile.com](https://www.keepahealthysmile.com) and benefit from monthly articles, tips, recipes, and other topics to keep your smile healthy and happy.

### A few tips to remember:

- Visit your dentist every six months for an exam and cleaning.
- Ask your dentist to provide an in-office fluoride treatment to family members under 19 to make sure their tooth enamel is strong and resistant to decay.
- Brush twice a day for two minutes with a fluoride toothpaste and floss once a day.
- Help prevent cavities by eating a healthy diet and chewing Xylitol gum. As a Delta Dental member, you can receive a discount on Xylitol gum at [EpicDental.com/deltamass](https://www.EpicDental.com/deltamass) with the promotion code: DMA25T

## Plan ahead for dental care costs with Rollover Max.

Some plans include Rollover Max, which lets you save some of your unused benefit dollars from one year to the next. Check the Member Portal to see if your plan includes this feature.





**Contact us with any questions.**

Email us at [customer.care@deltadentalma.com](mailto:customer.care@deltadentalma.com)

**Customer Service** Call 1-800-872-0500

Mon. - Thurs. 8:30 a.m. - 8:00 p.m.

Fri. 8:30 a.m. - 4:30 p.m.

A 24-hour automated voice response is also available after hours and on weekends.

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