

# 5 Tips on Using Your Plan

What you need to know about DeltaCare USA



## 1 Make an appointment with your DeltaCare USA primary care dentist.

You must visit your selected DeltaCare USA primary care dentist to receive benefits under your plan. Find or change your dentist by calling Customer Service at **800-422-4234**, or online at **deltadentalins.com**.<sup>1</sup> To register for an online account, you must have a valid email address.

Two to four weeks is a reasonable amount of time to wait for a routine, non-urgent appointment. If you require a specific time, you may need to wait longer. Most DeltaCare USA dentists are in private group practices, which generally offer greater appointment availability and extended office hours. Please call your

selected DeltaCare USA dentist right away if you need urgent or emergency care.

## 2 Get to know your plan.

Your DeltaCare USA plan covers many dental services at no cost, while others have a set copayment. Your copayment is the amount you pay to the dentist for the procedure. Refer to your Evidence of Coverage plan booklet, which you received by mail, for a full list of copayments for covered procedures. We recommend bringing your plan booklet to your appointment in case you need to discuss specific copayments with your dentist.

Compare procedure description and your copayment to dentist's recommendation

D1110	Prophylaxis cleaning - adult - 1 D1110, D1120 or D4346 per 6 month period .....	No Cost
D1110	Additional prophylaxis cleaning - adult (within the 6 month period) .....	\$45.00
D1120	Prophylaxis cleaning - child - 1 D1110, D1120 or D4346 per 6 month period .....	No Cost
D1120	Additional prophylaxis cleaning - child (within the 6 month period) .....	\$35.00

<sup>1</sup> Changes received by the 21st of the month will be effective the first day of the following month.

### 3 Review your treatment options.

When receiving dental services, you may have multiple treatment options. Consider the following:

- **What are the advantages and drawbacks of each option?**

Ask your dentist to explain the clinical outcomes associated with each treatment option or type of material.

- **Which option fits your budget?** Ask your dental office to outline all options and treatment costs associated with each option, so that you can review your expected out-of-pocket expenses.

- **Which services are covered?** Review your DeltaCare USA plan. Compare the treatment plan your dentist provides to your benefits as outlined in the Evidence of Coverage. If the treatment costs listed by your dentist do not match those shown in your Evidence of Coverage, call Customer Service at **800-422-4234** for clarification. Customer Service representatives are available in English and Spanish.

### 4 Understand how to get a second opinion.

You may request a second opinion if you are uncertain about your diagnosis or treatment options. Second opinions must be authorized by your dental plan and will be provided at another DeltaCare USA dentist's facility. Contact Customer Service at **800-422-4234** for more information on getting a second opinion.

### 5 Receive help from Customer Service.

If you have any issues, call Customer Service at **800-422-4234** or send written concerns to:

**Quality Management Department  
P.O. Box 6050  
Artesia, CA 90702**

Written complaints must include the following:

- 1) the name of the patient
- 2) name, address, phone number and ID number or social security number of the primary enrollee
- 3) the name of your group:  
**Heat and Frost Insulators and Asbestos Workers Health and Welfare Trust**
- 4) the dentist's name and facility location

<sup>1</sup> In California, DeltaCare USA is underwritten by Delta Dental of California. Delta Dental Insurance Company acts as the DeltaCare USA administrator. These companies are financially responsible for their own products.