



MEMBER DASHBOARD

Get your benefits on the go

As a member, you have a personalized Member Dashboard that puts the information you need at your fingertips.

What's in the Member Dashboard?

The Member Dashboard is a one-stop resource for all you need to get the most out of your plan, including:



ID cards



Provider search - including DentaQual provider ratings



Explanation of Benefits (EOBs)



Benefits overview



Claim status



Customer service contact information



Healthcare cost estimator

If you don't have a Member Dashboard account, creating one is easy. Go to DeltaDentalOR.com/memberdashboard and click on "Create an Account". Be sure to have your member ID card handy.

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Access the Member Dashboard on your smartphone

The easiest way to open the Member Dashboard is to add a shortcut on your phone. Anytime you want to access your benefits or resources, just tap the Member Dashboard icon.

On an iPhone

1. Open the browser on your phone and go to DeltaDentalOR.com/memberdashboard
2. From the login screen, tap the Share  icon in the menu at the bottom of the screen
3. From the Share menu (scroll right to see more options), choose "Add to Home Screen"
4. Tap "Add" to confirm

Your phone will now have an icon that says "Login|Member Dashboard."

On an Android device:

1. On your phone, go to DeltaDentalOR.com/memberdashboard
2. Using the menu (three vertical dots) at the top of the screen, choose "Add to Home screen"
3. Tap "Add" to confirm
4. On the next screen, choose "ADD AUTOMATICALLY" so the icon will be placed on your phone

Your phone will now have an icon that says "Login|Member Dashboard."

Questions?

We're here to help.
Call us toll-free at
844-721-4939. TTY
users, please call 711.



DENTAL BENEFITS

Health through Oral Wellness®

When it comes to oral health, we know some people need more care than others. Delta Dental of Oregon's Health through Oral Wellness® program offers extra benefits to members who have greater risk for oral diseases.

The program uses a clinical oral health assessment to find out your risk of tooth decay, gum disease and oral cancer. Based on your risk score, you may qualify for additional cleanings, fluoride treatments, sealants and periodontal maintenance.

With extra benefits and related care, you can:

- Take charge of your oral health
- Prevent oral health issues before they happen
- Access resources to manage your oral health
- Learn how to achieve and maintain better oral wellness

Ready to get started?

Follow these simple steps to see if you qualify:

- 1 Visit deltadentalor.com/oralwellness/members to learn more about the program and take a free oral health risk self-assessment. You can choose to share your results with your dentist to start the conversation.
- 2 Talk to your dentist about the program. If they're not registered, ask them to call our toll-free Health through Oral Wellness provider line at 844-663-4433. Once registered, they can perform an oral health risk exam and can let you know if you qualify.

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- 3 To look for providers registered with the program, go to deltadentalor.com and choose Find Care. Dental providers registered with Health through Oral Wellness will have a badge icon next to their name.



Registered
provider
badge icon

** All enhanced dental benefits are subject to your plan's annual maximum and other limitations.*

Questions?

We're here to help. Contact our customer service team toll-free at 844-721-4939. TTY users, please call 711. Or visit deltadentalor.com to learn more.

We comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711) CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY:711)



DENTAL BENEFITS

An additional benefit when you need it: The Special Health Care Needs Benefit from Delta Dental

Delta Dental members (children and adults) with qualifying special healthcare needs now have access to additional benefits.

Seeing the dentist can be overwhelming for a person with special health care needs. In the U.S., 6.5 million people with disabilities can't access necessary dental care, despite being at a higher risk for oral health issues. We're working to change that.

These benefits will reduce barriers to getting dental care and help make dentist visits a more positive experience, because everyone deserves a healthy smile.

What are special health care needs?

As defined by the American Academy of Pediatric Dentistry, special health care needs include any physical, developmental, mental, sensory, behavioral, cognitive or emotional impairment or limiting condition requiring medical management, health care intervention, and/or use of specialized services or programs. The condition may be congenital, developmental or acquired through disease, trauma or environmental causes, and may impose limitations in performing daily self-maintenance activities or substantial limitation in a major life activity.

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What is included in the enhanced benefit?

- Additional exams and/or consultations
- Up to two additional dental cleanings in a benefit year
- Treatment delivery modifications to help dental staff provide oral health care for patients with sensory sensitivities, behavioral challenges, severe anxiety or other barriers to treatment
- Sedation

How do I get these benefits for myself/my spouse/my dependent?

Call the Delta Dental Customer Service team at **844-721-4939**.



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PASSPORT DENTALSM

Take your smile on the road

No matter where in the world you roam, Passport DentalSM gives you access to great care through your dental plan.

In the states

Wherever you go, your dental plan benefits go with you. Our network, Delta Dental, lets you access over 2,300 dentists in Oregon and over 153,000 dentists across the country. You can choose any licensed dentist, but if you work with a dentist in the network, you'll get great care and better plan benefits.

To find a dentist in the U.S., visit our website and click Find Care. Then, search for dentists in all other states. Or, you can call AXA Assistance toll-free at 888-558-2705, 24 hours a day, seven days a week. Just say you're a Delta Dental plan member. An operator will connect you with a dentist in a flash.

Beyond borders

Whether you're traveling to Australia or Zimbabwe, AXA Assistance is there to help you find quality care. Call them collect at 312-356-5971 any time and tell them you're a Delta Dental plan member.

Please keep in mind that dentists outside of the U.S. are not considered contracted dentists. Nonparticipating and/or out-of-network coverage limits will apply.

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Find a dentist

Inside the U.S.:

Call toll-free at 888-558-2705

Outside the U.S.:

Call collect at 312-356-5971 and tell the operator you are a Delta Dental member.

How do I submit a claim?

When traveling outside the U.S., pay for your treatment and request an itemized receipt. Submit your receipt to us for reimbursement after you get home. For faster payment, make sure you include:

- The dentist's name and address, including country
- Member's name and date of birth
- A description of services performed
- Tooth number(s) and tooth surface(s) treated
- Individual charge for each service, and whether those charges were billed in U.S. dollars or another currency

You'll be paid back according to your plan benefits. Please check your Member Handbook for benefit details.

Questions?

We're here to help. Call our dental services team toll-free.

Oregon: 844-721-4939

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CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY: 711)



PREVENTIVE CARE

Think preventive first when it comes to your dental care

Seeing your dentist regularly helps prevent serious and expensive services down the road. As a Delta Dental member, your employer offers a preventive first dental plan.

Under these plans, preventive services do not apply to your annual maximum.

Preventive services may include:

- Routine exams/X-rays
- Regular cleanings
- Periodontal maintenance

By saving on preventive care, you can use your annual maximum for services including:

- Treatment of diseases of the gums
- Fillings
- Oral surgeries
- Crowns
- Dentures and bridges

With your Delta Dental preventive first plan, your employer helps you get greater value out of your dental benefits.

Questions?

We're here to help. For questions, call our dental services team toll-free at 844-721-4939.

Delta Dental Plan of Oregon

DeltaDentalOR.com

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Use Find Care to locate a dental provider near you

Our provider directory tool can help you save money when seeking care.

Find Care, our online provider directory tool, makes it easy for you to locate an in-network provider by name, provider type, specialty, network, location, gender identity and more. Plus, finding an in-network dental provider that's right for you can also save you out-of-pocket costs.

How to find a provider

1. Visit [DeltaDentalOR.com](https://www.DeltaDentalOR.com).
2. Under the "Online Tools" drop-down menu, select "Find a dentist".
3. Choose the "In Oregon or Alaska" link or "Outside of Oregon and Alaska" link depending on the state you live in.
4. Under network, choose the Delta Dental PPO or Delta Dental Premier network, which can be found on your member ID card.
5. Under location, enter in a city, state or zip code, and then search.

Save costs when you choose in-network care

Getting quality care is easier and more affordable when you see "in-network" dental providers. These providers agree to accept your insurance at lower rates and meet quality standards. Choosing an in-network dental provider keeps your out-of-pocket costs low.

In-and out-of-network costs

It's important to know you may pay more for services from out-of-network dental providers than from in-network providers. If you choose an out-of-network provider, your benefits only cover a percentage of the maximum plan allowance for these services. Out-of-network providers may also bill you for the difference between the maximum plan allowance and their billed charges. This is known as balance billing. In-network dental providers can't do this. Please see your plan summary or your Member Handbook to learn more about in-network and out-of-network benefits and costs.

Questions?

We're here to help. For questions or help finding a provider, please contact the Delta Dental Customer Service team at 844-721-4939.

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