



# Welcome to Delta Dental!

## County of Riverside

Open Enrollment





# Delta Dental PPO™ Dental Plan



# We've got you covered

## Delta Dental PPO

- You can visit any licensed dentist.
- Visit a PPO dentist to save the most and have the lowest out of pocket.
- You won't be charged more than your expected share of the bill when seeing a PPO dentist.
- You don't need an ID card to check in.
- We'll coordinate dual coverage.



# Delta Dental PPO

The Delta Dental Difference<sup>®</sup>



Delta Dental PPO



Delta Dental Premier<sup>®</sup>



Non-Delta Dental

# Check out the website

[deltadentalins.com/rivco](http://deltadentalins.com/rivco)



- Search for a network dentist in your area.
- Get answers to common questions about your dental plan.
- Read articles, browse recipes and watch videos about oral health and wellness.
- Subscribe to *Grin!*, our quarterly wellness e-magazine.

# Go mobile

Download the app to have all the information you need at your fingertips



## What can you do with the app?

Find a dentist	Coverage details	Electronic ID card	Cost estimator
✓	✓	✓	✓

To find the app, visit the App Store or Google Play and search for “Delta Dental.” Then download the **Delta Dental** app by Delta Dental Plans Association.



# Sign up for an online account

Check your benefits information online

- Check your plan details: eligibility, covered services and level of benefits.
- Look up claim statements for recent dental visits.
- View or print your ID card.
- Submit questions to Customer Service.
- Get an e-mail alert every time a new claim document is available and reduce paper.



# Contact Customer Service

Get help by phone or online

Call us toll-free at 888-335-8227

Speak to a Customer Service representative Monday through Friday, 8 am to 8 pm PST

For simple questions, use our automated phone system, available 24/7

Ask online: Go to [deltadentalins.com/rivco](https://deltadentalins.com/rivco) > Contact Us. Then follow the prompts to fill out the Customer Service Form.





# Pre-treatment estimate

It's easy to plan for dental expenses

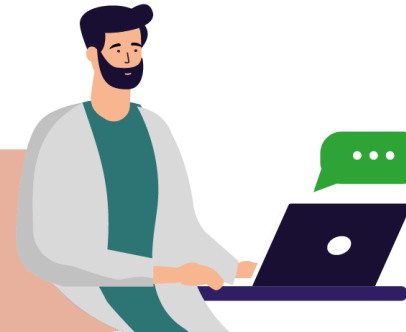
1

Ask your dentist for an estimate



2

Dentist sends details to Delta Dental



3

You and your dentist receive a cost estimate



# Emergency coverage

Visit any licensed dentist worldwide and receive benefits

Submit a claim for reimbursement





DeltaCare<sup>®</sup> USA: A prepaid, fixed copayment plan



# Comprehensive coverage

DeltaCare USA advantages



Once enrolled, select a primary dentist from the DeltaCare USA network to start enjoying:

- Set copays
- No annual maximums
- Orthodontic coverage
- No deductibles
- No claim forms

# How DeltaCare USA works

Getting dental care is easy

1



Choose a primary care dentist online or by phone

Make an appointment



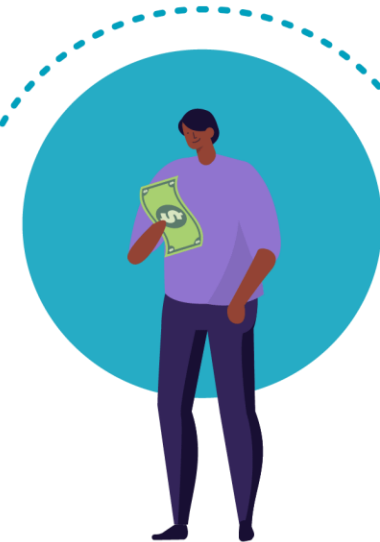
2

3



Visit the dentist

Pay your copayment (if any)



4

# Choosing your primary care dentist and securing specialty and emergency care

Your DeltaCare USA network access

Go to [deltadentalins.com/rivco](https://deltadentalins.com/rivco) to browse the DeltaCare USA dentists in your area.

Write down the facility number of the primary care dentist you would like.

## Submit your request

- Online: Create an online account at [deltadentalins.com/rivco](https://deltadentalins.com/rivco)
- By phone: Call Customer Service at **800-422-4234**

- If you need specialty care, your primary care dentist will refer you
- Your primary care dentist requests authorization for specialty services
- Plan includes out-of-network coverage for emergencies





# Contact Customer Service

Get help by phone or online

Call us toll-free at **800-422-4234**.

Speak to a Customer Service representative Monday through Friday, 5 am to 6 pm PT.

For simple questions, use our automated phone system, available 24/7.

Ask online: Go to **[deltadentalins.com/rivco](https://deltadentalins.com/rivco)** > **Contact Us**. Then follow the prompts to fill out the Customer Service Form.



# Member perks

Extra features, exceptional outcomes



## Virtual dentistry

Remote consultations  
with a dentist

## BrushSmart™

Savings on home oral  
health care products

## Hearing aids and LASIK

Discounts through  
Amplifon and QualSight

## LifePerks

Discounts on products,  
services, memberships  
and more

## Wellness resources

Online articles, recipes,  
videos and more



Members can learn more at  
[www1.deltadentalins.com/memberperks](http://www1.deltadentalins.com/memberperks)



# Thanks for your time

- Please review plan information at [deltadentalins.com/rivco](https://deltadentalins.com/rivco)
- There are no dental benefit changes for the upcoming plan year.

