



## Point. Click. Smile.

*24/7 access to your benefits information*

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## Online access to your dental benefits that will make you smile.

It's eight o'clock the night before your dentist appointment and you can't remember how much coinsurance you will be required to pay or if you have met all of your deductible for dental services. What do you do? With Delta Dental of Virginia, the answer is easy – simply log into [deltadentalva.com](http://deltadentalva.com) and check your benefits.

Delta Dental makes access to all your dental benefits simple with our interactive, secure Subscribers website. A few clicks of the mouse will take you to helpful information about your dental coverage benefits, including coverage levels, claims status and more.

*Access to [deltadentalva.com](http://deltadentalva.com) is free and unlimited. Visit as many times as you like to view and/or print copies of your coverage information.*

# Secure Personalized Subscribers Website Quick Reference Guide



## Getting started

- Go to [deltadentalva.com](http://deltadentalva.com).
- Click the green Subscribers arrow to go to the Subscribers page.
- Click the “New Users Register Here” link under the Subscribers Login box.
- Follow the instructions to complete the registration process.



## Logging on

- Log on to the Subscribers page at [deltadentalva.com](http://deltadentalva.com).
- Enter your user name and password into the boxes at the top left of the screen, then click the green login button.
- Your personalized benefits home page appears.
- From here you can access all your Delta Dental benefits information.

Log into [deltadentalva.com](http://deltadentalva.com) with your user name and password to access:



## Replacement ID cards

In the event you lose or misplace your ID card, this feature lets you print a replacement ID card right from your desktop.



## Member Handbook and Evidence of Coverage (EOC)

Your customized Member Handbook, including the Evidence of Coverage (EOC), is available online. You can view the handbook in PDF format, save it to your home or office computer, or print it out for future reference. Check with your human resources manager to find out if this option is available for you.



## View your benefits

The Dental Benefits tab on the secure website provides you with an overview of your Delta Dental coverage. Here you will find:

- The type of coverage you have with Delta Dental.
- Benefit deductible and maximum amounts available under your plan, plus the amounts you have used and remaining to date.
- The dates that your coverage is effective.
- Number of cleaning visits available to you.
- Click on each covered individual's name to see their specific benefits.



## Cost Estimator

The Cost Estimator helps you plan for upcoming dental expenses. This search tool provides you with a range of average prices for a variety of procedures, such as cleanings, fillings or crowns. The Cost Estimator helps you prepare for dental expenses, but it does not indicate whether a procedure is covered under your plan, what Delta Dental may pay, or what you may pay after your deductibles and/or maximums have been met.



## Claims Information

Your personalized Subscriber site keeps you up-to-date on the status of your dental claims. After you have visited the dentist, click the Claims tab to find out whether your claim has been paid or is in process. If the claim has been paid, you can check to see exactly how much you will owe for each service. You can even print out your own Explanation of Benefits (EOB).

The Claims section also has a comprehensive search function that allows you to search for and view all claims submitted for yourself and your covered dependents.



## Forms

Important forms are available from the Forms tab. For example, if you visit a dentist who doesn't participate with Delta Dental, you can download a claim form right from our website.



## Find a Dentist

A list of dentists near you, and dentists you've visited recently, will automatically appear on your personalized benefits site, making it easy to choose a dentist that participates in your plan. You can also search for a dentist and see at a glance if they participate in your Delta Dental plan.

No login necessary to access:



## Find a dentist

One of the most popular sections of our website is the Find a Dentist section. You can search for a dentist from any page on our website. Simply type an address or zip code into the Find a Dentist search box on the left-hand side of the page to find a Delta Dental participating dentist in your area.



## Forgotten user name and/or password

Sometimes it's hard to remember all the different user names and passwords you use for different websites. If you ever get confused or lose your [deltadentalva.com](http://deltadentalva.com) login information, help is just a few mouse-clicks away. Simply go to the Subscribers page and click on the Forgot user name or Forgot password link to retrieve your website access information.



## Website Tutorial

If you want more help, a tutorial of our subscriber site is available to walk you through the first time registration process and show you how to access all of your benefits information. The tutorial is available from the Subscribers page at [deltadentalva.com](http://deltadentalva.com).

## Your dental benefits information at your convenience

You can visit [deltadentalva.com](http://deltadentalva.com) anytime for information to help you understand your benefits, learn more about the value of good oral health and find a dentist near you.

Just click the green Subscribers arrow from the home page of [deltadentalva.com](http://deltadentalva.com) or log into the secure website and you'll see why Delta Dental gives you something to smile about.



*The Benefits of Experience*

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