DELTA DENTAL®

Quick Tips for Participating Dentists

Quick Tip #1

Participating dentists receive payment directly from all Delta Dental member companies; assignment of benefits is automatic.

Quick Tip #2

Participating dentists agree not to charge the member any amounts in excess of Delta Dental's determination, but may collect the member's liability at any time during treatment.

Quick Tip #3

On the Claim Payment Statement:

- The fee listed in the "Submitted" column is the amount billed to Delta Dental by the dentist. Participating dentists bill Delta Dental the fee most frequently charged, offered or received for a given dental service.
- The fee listed in the "Approved" column is the amount used to calculate the patient's payment. If there is a difference between the submitted fee and the approved fee, the participating dentist's submitted fee has been adjusted according to Delta Dental's fee policy. This difference is not charged to the member and should be adjusted off the member's account.
- The fee listed in the "Allowed" column is the amount used to calculate Delta Dental's payment. If there is a difference between the approved fee and the allowed fee, the amount of the difference is charged to the member. Usually, this indicates a noncovered or optional service.

Quick Tip #4

If a service requires X-ray review, attach the appropriate X-ray(s) to the claim form. Clearly mark the film, mount or film envelope with the doctor's name and address, patient's name, and the date the films were taken. Only the following fixed partial denture services require X-ray review:

- D6205–D6252
- D6545–D6634
- D6710–D6794

Note: Do not submit X-rays for other procedure codes unless, under special circumstances, Delta Dental requests them. Submitting X-rays for procedure codes other than these will delay processing.

Quick Tip #5

How to contact Delta Dental of Michigan, Ohio, and Indiana:

- **Claims address:**
  Delta Dental
  PO Box 9085
  Farmington Hills, MI 48333-9085
- **Written inquiries:**
  Customer Service
  Delta Dental
  PO Box 9089
  Farmington Hills, MI 48333-9089
- **Telephone inquiries (DASI):**
  800-524-0149
- **Websites:**
  www.deltadentalmi.com
  www.deltadentaloh.com
  www.deltadentalin.com
- **Online claim submission, eligibility and benefits inquiries:**
  www.dentalofficetoolkit.com