DELTA DENTAL®

Delta Dental of Michigan
800-524-0149

DASI Easy Reference Card

DASI (Delta Dental's Automated Service Inquiry)

Access eligibility and claims information 24/7

What do you need to use DASI?

Members need to provide the subscriber's member number (usually Social Security number), relationship of the patient/member to the subscriber and the date of birth of the patient/member.

What information is available?

With DASI, you can receive the following for any group plan through Delta Dental of Michigan member:

- Eligibility
- Current effective date of coverage
- Eligibility for specific benefits (exams, cleanings, fluoride, X-rays and occlusal guard)
- ID cards by fax or mail (mailed ID cards are not available for all plans)
- Faxed copies of benefits and eligibility, explanation of benefits and pre-treatment estimates
- Lists of participating dentists via voice, fax or mail
- Mailing address information
- Claim and pre-treatment estimate status
- Check status for paid claims
- Maximums and deductibles, including amount met to date and services that apply

To assist you in navigating the system most efficiently, the main menu is listed here. Listening to the entire menu is not necessary. Once you become familiar with the system and know what information you want, you can speak or press the digits on your touch-tone keypad and go directly to the data.

At the greeting:

- Say **"SUBSCRIBER"** or **PRESS 2**.

DASI will then offer the following menu of choices:

- Say **"COVERAGE INFORMATION"**[1] or **PRESS 1** for general eligibility, availability of benefits for services with time limitations (cleanings, exams and more), FaxBack of benefits and eligibility, and maximums and deductibles.
- Say **"FIND A DENTIST"** or **PRESS 2** to find an in-network dentist.
- Say **"ID CARDS"** or **PRESS 3** to receive an ID card by fax or mail.[1, 2]
- Say **"SOMETHING ELSE"** or **PRESS 4** for additional content. Within the "something else" menu:
  - Say **"CLAIMS"**[1] or **PRESS 1** for claim and pre-treatment estimate status, process dates, check date, check status and fax copy of a processed claim or pre-treatment estimate.
  - Say **"TOOLKIT SUPPORT"**[1] or **PRESS 2** to be transferred to a Member Portal support representative.
  - Say **"DELTA DENTAL'S MAILING ADDRESS"** or **PRESS 3** to hear the mailing address for claims and inquiries.
  - Say **"REPRESENTATIVE"** or **PRESS 4** to speak with a customer service representative.

1 Member number and patient's date of birth required.

2 Mailed ID cards are not offered by all plans and are subject to client contract. All plans are eligible for faxed ID cards.

OVER

DASI Shortcuts for Members

This guide will help you navigate DASI. You do not need to listen to the entire menu. Instead, use these shortcuts to get the information you need quickly and efficiently.

At the greeting, press **2**

COVERAGE INFORMATION:

Press **1**

Validate member information by entering the subscriber's member number (usually the Social Security number)

Confirm the first three letters of the subscriber's last name:

1 Yes **2** No

Choose subscriber, spouse or dependent:

1 Subscriber **2** Spouse **3** Dependent

Enter the patient's date of birth (MM/DD/YYYY)

COVERAGE INFORMATION:

While listening to coverage information, you may:

- Press **1** to skip to the next piece of information
- Press **2** to return to the previous piece of information
- Press **3** to pause DASI
- Press **4** to finish listening to coverage information

While listening to coverage information you may say "Fax" but touchtone is not available. The following options are available only after listening to coverage information, or after pressing 4 (or saying "Finished").

- Press **1** Repeat
- Press **2** Fax
- Press **3** New family member
- Press **4** Finished

ID CARDS:

Press **3**

FIND A DENTIST:

Press **2**

SOMETHING ELSE:

Press **4**

1 Claims

This option requires member validation. Follow steps listed to the left.

2 Toolkit support

3 Mailing address

4 Something else

CLAIMS:

- Press **1** Recent claims
- Press **2** Claims by date
- Press **3** Pre-treatment estimates

Conversational shortcuts

To make DASI faster and easier to use, try our conversational shortcuts. These shortcuts allow you to quickly get to what you need without having to navigate the entire system. These shortcuts are active when you hear the sound of a chime at the main menu and whenever asked if DASI can help with something else. Although you will only hear DASI tell you about two shortcuts each time you call in and get the main menu, all the shortcuts listed are active on every call.

- **Am I covered today?**
  Provides answers to basic eligibility information, like effective date, routine procedure eligibility, and maximums and deductibles.
- **What's my deductible?**
- **What's my maximum?**
- **Pre-treatment estimates**
- **Recent claims**
- **Claims by date**
- **Tutorial**
  Tells you all about DASI, including any new features, how to navigate quickly to get your information, and what it can do to help you!
- **Mailing address**