



## Quality Service...A Standard at Delta Dental

Delta Dental is pleased to provide you with the service you have come to expect from the industry leader in dental benefits. In fact, providing the best service possible is so important to us that we made Quality Service one of our Core Values. To that end, we've created many convenient ways for you to access any information you may need about your dental coverage.

### Use Your Computer

Visit Consumer Toolkit® at [www.deltadentaloh.com](http://www.deltadentaloh.com). It provides all the information you need to learn about your plan, review claims and claim payments, access a searchable dentist directory, and more.

### Use Your Telephone

Call DASI (Delta Dental's Automated Service Inquiry) system at **(800) 524-0149**, 24 hours a day, seven days a week. This system provides eligibility information, benefit levels, claim status, time limitations, available benefits for oral exams, cleanings and X-rays, our mailing address and the names of participating dentists near you. If you have additional questions, you may exit the system to speak with a Customer Service associate at any time during normal business hours (Monday through Friday from 8:30 a.m. to 8:00 p.m. Eastern Time).

### Use Your Cards

We have provided two Delta Dental cards below. Although you do not need to show these cards to your dentist to receive dental treatment, you may wish to carry them for informational purposes. Our toll-free telephone number and web address are printed on these cards for your reference.



#### REFERENCE CARD

For inquiries about your dental benefits, or to find a participating dentist:

[www.deltadentaloh.com](http://www.deltadentaloh.com)  
**(800) 524-0149**

SEND WRITTEN INQUIRIES TO:  
P.O. BOX 9089  
FARMINGTON HILLS, MI  
48333-9089

MAIL CLAIMS ONLY TO:  
P.O. BOX 9085  
FARMINGTON HILLS, MI  
48333-9085

THIS CARD IS FOR REFERENCE PURPOSES ONLY AND IS NOT A  
GUARANTEE THAT COVERAGE IS IN FORCE.



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# Stay informed about your dental benefits with Consumer Toolkit®

Stay current on your dental benefits with Delta Dental's easy-to-use Consumer Toolkit. This secure online tool is designed to give you 24/7 access to important information regarding your dental benefits, including:

- Eligibility information
- Current benefits information (such as how much of your yearly benefit has been used to date, how much is still available to use, and levels of coverage for specific dental services, etc.)
- Specific claims information, including what has been approved and when it was paid

The site also allows you to sign up for electronic delivery of Explanation of Benefits (EOB) statements, print claim forms and identification cards, and browse oral health information.

**All users must first register to gain access to the Consumer Toolkit.** Privacy of your online benefit information is assured through highly secure encryption technology.


## Get started today

To start taking advantage of this innovative tool, follow these simple steps:

1. Visit [www.toolkitsonline.com](http://www.toolkitsonline.com).
2. Select "Consumer Toolkit" on the homepage.
3. Register as a new Toolkit user by clicking "Register here."

- **NOTE:** You will need the subscriber's (the person whose name is on the benefit package) member ID. The member ID is an assigned number unique to the subscriber. In most cases, the member ID is the same as the subscriber's Social Security number.

4. Complete required fields and follow the on-screen instructions.
5. Select your own username and password to access the site.

Additional help topics can be found by selecting "Help" or clicking the  at any time within the Toolkit. If you need further assistance, contact Toolkit support at (866) 356-0301.

### Eligibility



### Up-to-date benefit information

