

## **DeltaCare USA (DHMO) Members,**

### **Things to KNOW:**

- If you are a Delta HMO member you must select a primary care dentist in the DeltaCare USA Network and must receive treatment from this dentist. If you do not select a dentist, one will be assigned to you.
- You can change your primary care dentist by going on line or calling member services, *before* you see the dentist.
- **No benefits are payable when care is received from a provider other than the dentist you selected or were assigned, unless referred by your general dentist to a specialist.** (Must use in-network specialist)
- New enrollee identification (ID) cards and a booklet summarizing your benefits will be mailed to your home address. Eligible dependent information does not appear on your ID card since only the primary enrollee information is needed to verify coverage.
- Visit the Delta Dental web site at [www.deltadentalins.com](http://www.deltadentalins.com) to:
  - ✓ view a listing of DeltaCare USA facilities,
  - ✓ change your selected dental office,
  - ✓ review benefit information or
  - ✓ print an additional ID card

For additional information or assistance, contact the Customer Automated Link Line (CALL) at:

**1-800-422-4234**

Available seven days a week between 7 am and 12 am CST or between 7 am and 8 pm CST to talk to a Customer Service representative.

*In Texas, DeltaCare USA is underwritten by Alpha Dental Programs, Inc., and administered by Delta Dental Insurance Company. These companies are financially responsible for their own products.*