

Connecting People and Dental Benefits

Understanding how technology can serve you





Real People — Real Answers

Online or over the phone, Delta Dental of Wisconsin takes care of any questions about your coverages or claims.

With Delta Dental, there's a good chance you'll never have to contact us about your benefit plan. But we're here if you need us. You can visit our website, www.deltadentalwi.com, or call us toll-free at 800-236-3712. Either way, you'll receive answers to your questions quickly.

By Phone:

- Callers are connected with a Benefit Advisor - a real person - in an average of less than 30 seconds.
- 99% of inquiries are resolved on first contact. That means we don't waste your valuable time transferring you from person to person to get your situation resolved.
- Our Benefit Advisors can answer your questions about benefit levels offered by your plan, eligibility for your dependents, claim status, and information about Delta Dental network dentists.
- You can also use our phone system's automated features anytime, any day, to get the names, addresses and phone numbers for any Delta Dental network dentists in your area.

**Benefit Advisors are available Monday-Friday
7:30 a.m. to 5 p.m. Central Time.
800-236-3712**

Online:

- A secure way of getting information about eligibility, claims history and claims status for you and your family.
- Get personalized oral health tips and information from SmileSuite™. Visit our website for a virtual demonstration on the following services offered with SmileSuite™.
 - *Benefits Tracker* shows you how many visits you've had, where the money comes from and where it goes.
 - *Oral Health Advisor* conveniently summarizes suggestions for every member of your family.
 - *Cost Calculator* estimates your out-of-pocket costs for treatment and services. It's a great way to figure any flexible spending needs, or tax planning.
 - *Personal Profiles* lets you look at your care history and gives you suggestions on improving your oral health.
- Search for a Delta Dental network dentist by location, distance, or specialization.
- Download any needed forms, or learn about how Delta Dental is protecting your privacy under HIPAA regulations.

www.deltadentalwi.com



DELTA DENTAL OF WISCONSIN
P.O. Box 828
Stevens Point, Wisconsin 54481

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800-236-3713