

# Frequently Asked Questions



## How do I find an in-network dentist?

1. Go to [deltadentalins.com](http://deltadentalins.com).
2. Look for the Find a Dentist tool on the right. Enter your location (address, ZIP code or city and state).
3. Select your network ("Delta Dental PPO" or "DeltaCareUSA," depending on your plan) from the drop-down menu. For a more targeted search, you can enter the name of your dentist or dental office below.
4. Click Search.



## Where's my dental plan ID card?

You don't need a plan ID card. Just tell your dental office you're covered by Delta Dental Insurance Company through the City of Jacksonville, and provide your name, date of birth and social security number (or enrollee ID number).

Prefer to take an ID card with you? Create an online account at [deltadentalins.com](http://deltadentalins.com) to print your own or access an electronic ID. Or, visit Suite 150 in City Hall, where your on-site Delta Dental representative **Helen Mullen-Quiroz** can print one for you.

## How much should my dental treatment cost?

Planning dental work over \$300? Get an estimate of how much your plan will cover. Just ask your dentist to request a pre-treatment estimate from Delta Dental. Your dentist will submit treatment plan to Delta Dental, and we'll send both you and your dentist an estimate of how much your plan would cover.



# Your Dental Plans

You can choose from four different dental plans. Here's how they compare.

	SILVER PPO		GOLD PPO		PLATINUM PPO		DELTACARE® USA DHMO
Can I visit any dentist?	Yes, but you'll save the most if you choose a Delta Dental PPO™ dentist. Your next best option is a Delta Dental Premier® dentist.						No, you must visit your DeltaCare USA primary care dentist to receive coverage.
Annual maximum per calendar year	\$1,500 per person		\$2,000 per person		\$5,000 per person		None
Deductible per calendar year	\$50 per person \$150 per family		\$100 per person \$300 per family		\$500 per person \$1,500 per family		None
Your coverage	At PPO dentist	At non-PPO dentist	At PPO dentist	At non-PPO dentist	At PPO dentist	At non-PPO dentist	At your DeltaCare USA primary care dentist
Diagnostic and preventive care	Your plan pays 100%	Your plan pays 80%	Your plan pays 100%		Your plan pays 100%	Your plan pays 80%	Routine office visit: You pay \$5 Cleaning: No cost Full-mouth x-rays: No cost
							Filling: No cost
Basic services	Your plan pays 80% (after deductible is met)	Your plan pays 50% (after deductible is met)	Your plan pays 80% (after deductible is met)		Your plan pays 80% (after deductible is met)		Tooth extraction: You pay \$5 Root canal: You pay \$335
							Scaling and root planing: You pay \$50
Major services	Your plan pays 50% (after deductible is met)		Your plan pays 50% (after deductible is met)		Your plan pays 50% (after deductible is met)		Full or partial denture: You pay \$285 Porcelain/metal crown: You pay \$295
Orthodontics	Not covered		Your plan pays 50% up to \$2,000 lifetime maximum per person  12 month waiting period		Your plan pays 50% up to \$5,000 lifetime maximum per person  12 month waiting period		Child ortho: You pay \$1,900 Adult ortho: You pay \$2,100

## Contact us

Website: [deltadentalins.com](http://deltadentalins.com)

PPO Customer Service: 800-521-2651

DeltaCare USA Customer Service: 800-422-4234

PPO: #18491

DeltaCare USA: #78758