



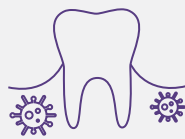
# A Smart Way to Enhance Your Overall Health

Delta Dental of Illinois offers an Enhanced Benefits Program for individuals who have specific health conditions that can be positively affected by extra oral health care. Benefits include additional cleanings and/or fluoride treatments.\*

## Qualified conditions include:



Diabetes



Periodontal disease



Cardiac conditions



Pregnancy



Kidney failure/  
undergoing dialysis



Suppressed  
immune systems\*\*



Special  
needs\*\*\*



Cancer-related  
chemotherapy and/or radiation

To receive additional benefits, enroll in the Enhanced Benefits Program through Delta Dental of Illinois' Member Connection portal. Visit [deltadentalil.com](http://deltadentalil.com) to sign up today.

Delta Dental of Illinois



\* Costs of additional cleanings and fluoride treatments will be applied to enrollees' annual maximums.

\*\* Includes the following conditions: HIV positive, organ transplant, stem cell (bone marrow) transplant.

\*\*\* Includes individuals with physical, medical, developmental and/or cognitive needs, including those with autism, Alzheimer's disease, Down syndrome, spinal cord injuries and other conditions where modifications are necessary to provide the best oral health treatment possible.

# Better Protections.

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## Stringent Quality Assurance

Dentists who join our network must agree to abide by our processing policies and network contract. This includes a thorough credentialing process to join the network and ongoing re-credentialing processes to ensure dentists continue to meet certain requirements.

## Zero Balance Billing

Network dentists cannot balance bill and are prohibited from unbundling or re-bundling claims – ensuring separate fees are not charged for work included in certain procedures. By prohibiting dentists from collecting any amounts over our allowed fees, we protect members from unexpected charges.

## Unrivaled Service Warranties

Our policies and contracts require network dentists to warranty many of the procedures they perform. If a Delta Dental member needs to have an applicable service redone within a certain timeframe, neither the member nor the member’s plan is responsible for the cost of the re-treatment – provided the procedure is performed by the same dentist who rendered the initial service.

Type of Service	Length of Warranty
Fillings	Within 24 months of initial restoration
Placement of a crown	Within 6 months of initial seating date
Root canal therapy or re-treatment	Within 24 months of initial treatment
Denture lining/basing	Within 6 months of initial treatment



## Preventive Care Emails\*

When it comes to staying healthy, a little preventive care can go a long way. To encourage your employees and members to visit the dentist regularly for preventive care, we send email reminders to employees and members who have not been to the dentist recently (provided we have their email address and they have not opted out). We also send follow-up emails to employees and members who have previously been treated for gum disease but have not visited the dentist for some time.

During a routine visit, a dentist can detect early signs of many diseases including heart disease and diabetes — and other oral health concerns that could become more painful and expensive if left untreated. Preventive dental care is crucial for both oral and overall health and also contributes to employee wellness.

\*Groups can opt out of this program.

# Member Connection

Connecting with Delta Dental of Illinois is easy!

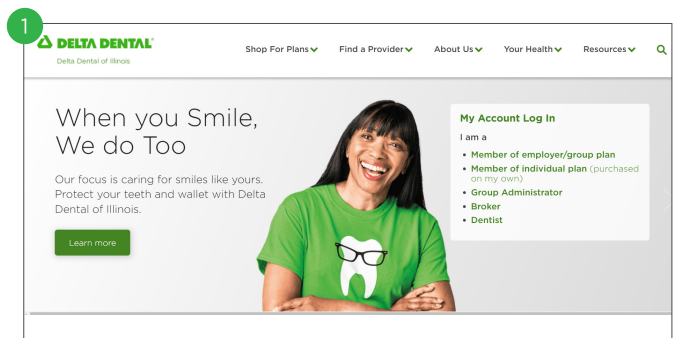
Get real-time benefit and claim information 24 hours a day, seven days a week through the Member Connection at [deltadentalil.com](http://deltadentalil.com) or through our automated phone system at 800-323-1743.

With the Member Connection, you can find everything you need to know about your and your covered dependents' benefits, including:

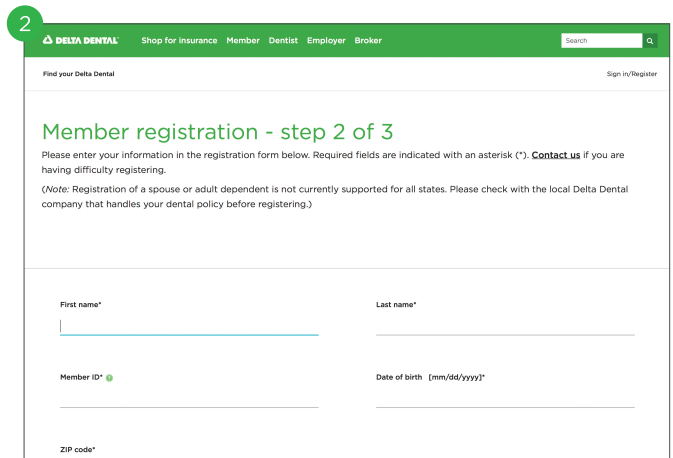
- Claim status
- Eligibility information
- Maximum and deductibles used to date
- Benefit levels
- Frequency and age limits
- Waiting periods
- Preventive history
- Explanation of Benefits (EOBs)

## How to Register:

1 Go to [deltadentalil.com](http://deltadentalil.com), select “Member of employer/group plan” in the “My Account Log In” box located on the right side of the homepage. On the next page, click “Don’t have an account? Create an account.” Select “I am a member or adult dependent and have coverage with Delta Dental” on the next screen.



2 Enter the primary member’s first and last name (the name must appear exactly as what your employer entered during enrollment; for example, “Bob” may be “Robert”). Please note there is a 10-character limit for first name and a 15-character limit for last name. For example, if your first name is Christopher, you are limited to Christophe for first name. You will also need to enter the primary member’s assigned member ID (if your member ID is less than 9 digits, you need to enter zero’s in front of the number; for example, 001234567) or Social Security number and date of birth (enter two-digit month, two-digit day and four-digit year with dividers; for example, 03/15/1984).



- 3 Once registered, you can easily access your and your covered dependents' benefits and claims information, print a temporary ID card, sign up to receive electronic EOBs (Go Green E-Statements), conduct a procedure code search and access EOB history.

## Automated Phone System. Faster service for you.

You can also call 800-323-1743 to access our automated phone system 24 hours a day, seven days a week or to speak to a customer service representative during normal business hours (7 a.m. to 7 p.m. Monday through Thursday, 7 a.m. to 6 p.m. Friday, Central Time.).

**DELTA DENTAL** My Benefits Provider Search Enhanced Benefits Resources

My Benefits

Benefits & Claims ID Card Go Green E-Statements Procedure Code Search EOB Summary

Delta Dental Home >> Member >> My Benefits >> Benefits & Claims

**Benefits: JANE DOE** Special Cond.

Below is a complete listing of dental benefits for everyone enrolled on your dental plan. Information on eligibility, frequency, age limits, maximums and deductibles, benefit levels, waiting periods, and plan-based exclusions is included below.

Please examine this information carefully. If you believe any of this information is in error, please contact us.

Benefits & Eligibility as of:

This is not a guarantee of benefits and does not cover all plan details. If there are any differences between the information stated here and the group contract, the group contract will govern. All benefits are subject to deductibles, covered maximums and waiting periods on the date of service. The eligibility and benefit information is only valid for the following subscriber on the date shown above.

**ESPANO ALL CATEGORIES**

ELIGIBILITY  FREQUENCY/AGE LIMITS  MAXIMUMS & DEDUCTIBLES  BENEFIT LEVELS

EXTRA BENEFITS LEVELS  PREVENTIVE HISTORY  CLAIMS

**Eligibility** Drag Section to Reorder

Name	Annual Dollar				
	Regular Deductible	Regular Maximum	Ortho Maximum	Ortho Life Maximum	Custom Maximum
JANE DOE Birthdate: 2/21/84					
<b>FAMILY DEDUCTIBLES &amp; MAXIMUMS</b>	\$0.00	\$275.00	\$0.00	\$0.00	\$0.00

**Frequency & Age Limits** Drag Section to Reorder

**Standard Coordination of Benefits**

Child Coverage Age: 26 Student Coverage Age: 99 Adult Orthodontic: No Dependent Orthodontic Age: 19

Services	Frequency Limit	Age Limitations
Initial/Periodic Exam	Allowed 2 in a benefit year	None
Full Mouth or Panoramic X-rays	Allowed at 3 year intervals	None

**BENEFITS**

SUBSCRIBER NAME: JANE DOE

COVERAGE TYPE: Self + 2 Or More Dependents

MEMBER NUMBER: 000000000

GROUP NUMBER: 92122-000-00000-00000

GROUP NAME: Company ABC

**QUICKLINKS**

Vision Plans, Top...>

Dial Health Information at Your Request...>

Individual Dental Plans...>

**Health Care Referrals?**

How oral health is affected.

**READ MORE**

Customer Service We're here to help, 24/7.

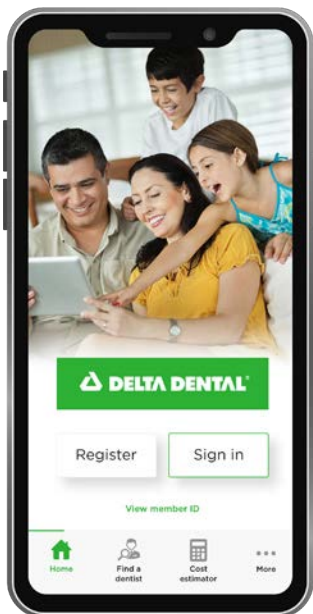
**CONTACT US**

# Delta Dental Mobile App

Helping members  
manage their oral health



Oral health is important to Delta Dental of Illinois — and to overall health! We've designed our mobile app to make it easy for your employees to make the most of their dental benefits. Members can search for a dentist near them, access ID cards and more, right on their mobile device.



## Getting started

The Delta Dental Mobile App is optimized for iOS (Apple) and Android devices. To download our app on your device, visit the App Store (Apple) or Google Play (Android) and search for Delta Dental Mobile App. Or, scan the QR code at right. You will need an internet connection in order to download and use most features of our free app.

## Delta Dental Mobile App features

- Quick and easy access to your membership ID card — no more looking for ID cards!
- A dentist search tool that helps members quickly find an in-network provider nearby.
- Save your preferred dentist for quick access.
- Our easy-to-use Dental Care Cost Estimator tool provides estimated cost ranges for common dental care needs. (Not available in all geographic areas.)



SCAN TO DOWNLOAD  
DELTA DENTAL MOBILE APP

Please note information displayed may vary based on your particular coverage. For more information on your coverage, contact your Delta Dental of Illinois representative or visit [deltadentalil.com](http://deltadentalil.com).



# Delta Dental Virtual Visits

Delivered by TeleDentistry.com

Dental emergencies don't always happen during working hours. That's why Delta Dental of Illinois is partnering with TeleDentistry.com to offer our group members 24/7 access to virtual dental care. Teledentistry is a convenient, safe and effective way to receive immediate care.

## Members can use Delta Dental Virtual Visits when:



experiencing  
an after-hour  
dental issue



facing a dental  
emergency and  
you don't have an  
established dentist



seeking a dentist  
consult without  
leaving your home



traveling  
and need  
dental assistance

TeleDentistry.com services are included in existing coverage for our group members. In addition to a virtual consultation, a TeleDentistry.com dentist can write prescriptions when appropriate and refer to an in-network dentist if additional treatment is needed.

For more information, visit [deltadentalil.com/virtual-visits](https://deltadentalil.com/virtual-visits) or call our 24/7 helpline at **866-937-2459**.



# TRUST THE TOOTH

to support health and wellness.

Delta Dental of Illinois is committed to providing educational resources and tools to help you make the most of your dental and DeltaVision® benefits. Check out our virtual benefit center today!

[deltadentalil.com/virtual-booth](https://deltadentalil.com/virtual-booth)



 **DELTA DENTAL®**



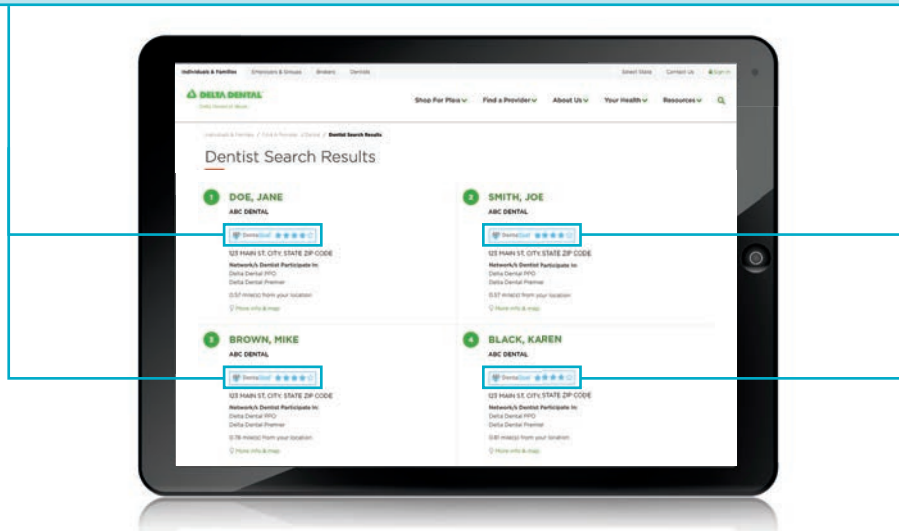
# Finding the right dentist made easier with DentaQual® ratings

There has been a growing demand in the marketplace for an objective tool to assist members in evaluating dentist quality, and for employer groups, higher quality of care translates to more value for your buying dollar. A new feature of Delta Dental of Illinois' dentist directory, the DentaQual dentist quality rating system, is based on comprehensive data to empower members to navigate dentist options with ease. Powered by P&R Dental Strategies, the DentaQual rating system offers an independent, third-party scoring system based on a database of anonymized and aggregated claims that are continuously updated.

## How DentaQual ratings work

When members search Delta Dental of Illinois' dentist directory, dentists with enough sufficient data will be assigned a score between one to five stars.\* DentaQual ratings are based on claims data submissions from P&R Dental Strategies' multi-payer claims database, DentaBase®, rather than subjective patient reviews or testimonials. DentaQual compares each provider's score to the average score of their peers in the same specialty and geography to generate an overall quality rating that is updated monthly. In the directory, a score button will appear beneath the provider's name with a text description of the provider's score.

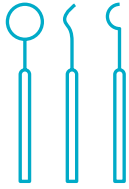
Quality Level	Star Grade Levels	Corresponding Scale Range (Index)**
Excellent	★★★★★	8.50 - 10.00
Above Average	★★★★☆	7.01 - 8.49
Good/Average	★★★★	4.00 - 7.00
Fair	★★★☆☆	2.50 - 3.99
Poor	★★★	1.00 - 2.49



\*Not all dentists may have DentaQual scores as a result of insufficient data.

\*\*10 represents the highest quality and 1 the lowest quality. The Index is calculated to the 2nd decimal place.

## What are DentaQual scores are based on?



### Treatment outcomes

Measures a dentist's treatment success rate including the likelihood of repeat procedures and post-treatment problems.



### Commitment to best practices

Evaluates how well a dentist follows established dental standards and treatment methods, including sequence of prescribed care.



### Cost-effectiveness

Compares the types and number of prescribed treatments as well as the average cost per patient for submitted dental fees and treatments.



### Patient retention

Evaluates the degree of patient retention and loyalty as well as active sanctions, if any.



### Treatment recommendations

Compares how a dentist recommends treatments in relation to other dentists in their ZIP Code and specialty.

This uniform and unbiased scorecard can help members feel more confident about choosing a dentist. Delta Dental of Illinois' dentist directory aims to make finding a dentist as easy as possible. Now, along with languages spoken, office hours and other crucial information, members can see DentaQual's objective evaluations.

Visit Delta Dental of Illinois' dentist directory to review DentaQual ratings for dentists at [deltadentalil.com/find-a-provider/dental](https://deltadentalil.com/find-a-provider/dental).

Delta Dental of Illinois





Listen  
up!

Your ears could be  
telling you something

40

MILLION  
AMERICANS  
HAVE HEARING LOSS<sup>1</sup>

Hearing loss affects people of all ages. In fact, about 12% of the U.S. working population has hearing difficulty<sup>2</sup>. Stay sharp, happy, safe, and productive - don't wait to treat your hearing loss.

## What causes hearing loss?

Hearing loss is caused by temporary obstructions in the outer or middle ear or permanent damage to the tiny hairs in the inner ear. Common causes of damage include exposure to noise, aging, other health conditions, and certain medications.

## When should I get my hearing checked?

Hearing loss can come on so gradually that you may not even notice it's happening. In general, you should have your hearing screened every three to five years, and tested annually if you are over the age of 50 or experiencing any of the following:

- **Consistent exposure** to loud noises.
- **Difficulty understanding** in noisy environments or in groups.
- **Hearing mumbling** or feeling as though people are not speaking clearly.
- **Ringings** in your ears.

[www.amplifonusa.com/deltadentalIL](http://www.amplifonusa.com/deltadentalIL)

 DELTA DENTAL<sup>®</sup>

 **amplifon** Hearing  
Health Care.

See reverse for your benefit information >



# Introducing Smile Perks

## Exclusive program for Delta Dental of Illinois members

At Delta Dental of Illinois, we're committed to your overall health and well-being. That's why we're offering this exclusive free program to help you save money on everyday expenses just by being a Delta Dental member.

Whether you're planning a major purchase like a car or trip abroad, or just want to save on the day-to-day essentials, Smile Perks has you covered.

### Member Discount Program powered by LifeMart®

With our LifeMart member discount program, Delta Dental of Illinois members can save on everything from flights, gifts and groceries to electronics, entertainment and much more. You can shop as much as you like - there's no limit and offers are updated regularly.



Scan this code to access discounts from LifeMart.

You can also access a [web link](#) through the member portal at [deltadentalil.com](#).

With our Philips Sonicare member discount program, Delta Dental of Illinois members can save on Sonicare products - including electric toothbrushes, power flossers, brush heads and more. Philips also offers discounts on other lifestyle essentials such as Avent mother and baby products and Norelco shaving and grooming products.



You can access these savings at [philips.com/deltadentalil](#) using your discount code. At the top of the website, you can access the code and also select a link to visit the Avent and Norelco stores. The discount code is also available through the member portal at [deltadentalil.com](#).



# Delta Dental of Illinois and Philips Sonicare Team Up for Your Oral Health

A special offer for our valued clients and members



1 IN 4 ADULTS DON'T BRUSH their teeth twice a day.<sup>1</sup>

Delta Dental of Illinois employer clients can now help employees (and their family members) brush up on oral health habits while saving money on Sonicare products.

With this exclusive program, Delta Dental of Illinois is providing an opportunity for you to access monthly offers on Sonicare products — including electric toothbrushes, power flossers, brush heads and more.

Visit [philips.com/deltadentalil](https://philips.com/deltadentalil) today and enter the provided promo code at checkout.

**PHILIPS**  
**sonicare**

