

Visit our web site* and enjoy many useful services

Log in to:

- Check benefits, eligibility and claims status
- Print your ID card
- Find the average cost of a dental procedure in your area
- Find a dentist outside the U.S. by using our international dentist referral service

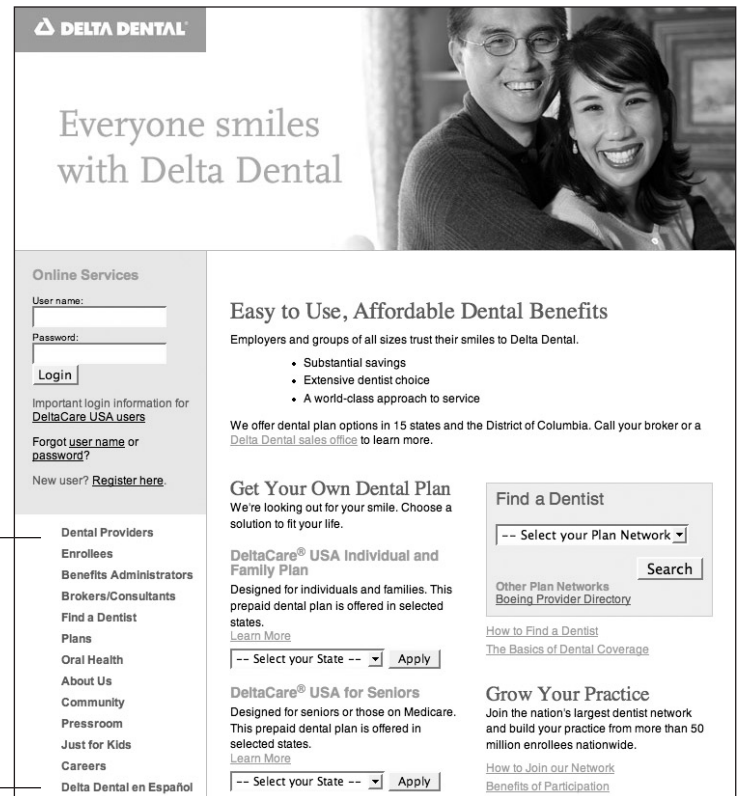
Other convenient services and information you can access without logging in:

- **Find a dentist for your plan**
Search for a dentist and link to a map with driving directions
- **Oral health**
Read dental health tips to keep your smile healthy
- **Just for kids**
See our kids' web site
- **Delta Dental en Español**
Visit a Spanish version of our web site

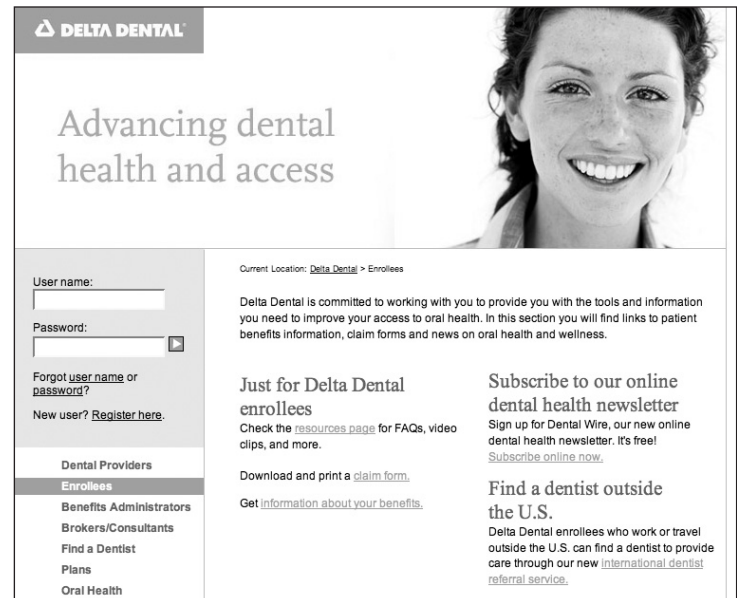
Tools and information for enrollees:

- Download and print a claim form
- Get general information about how your plan works
- Get answers to frequently asked questions
- Subscribe to our online dental health newsletter

Visit www.deltadentalins.com



The screenshot shows the Delta Dental website homepage. At the top, it says "Everyone smiles with Delta Dental" with a photo of a smiling couple. Below this is a navigation menu with options like "Dental Providers", "Enrollees", "Benefits Administrators", "Brokers/Consultants", "Find a Dentist", "Plans", "Oral Health", "About Us", "Community", "Pressroom", "Just for Kids", "Careers", and "Delta Dental en Español". The main content area features "Online Services" with a login form, "Easy to Use, Affordable Dental Benefits" with a list of features, "Get Your Own Dental Plan" with state selection, "DeltaCare® USA Individual and Family Plan" and "DeltaCare® USA for Seniors" with state selection, and "Find a Dentist" with a search box and "Boeing Provider Directory" link. There are also links for "How to Find a Dentist" and "The Basics of Dental Coverage".



The screenshot shows the Delta Dental website enrollees page. At the top, it says "Advancing dental health and access" with a photo of a smiling woman. Below this is a navigation menu with options like "Dental Providers", "Enrollees", "Benefits Administrators", "Brokers/Consultants", "Find a Dentist", "Plans", and "Oral Health". The main content area features a login form, "Current Location: Delta Dental > Enrollees", "Delta Dental is committed to working with you to provide you with the tools and information you need to improve your access to oral health. In this section you will find links to patient benefits information, claim forms and news on oral health and wellness.", "Just for Delta Dental enrollees" with a link to "resources page", "Download and print a claim form", "Get information about your benefits", "Subscribe to our online dental health newsletter" with a "Subscribe online now" link, and "Find a dentist outside the U.S." with a link to "international dentist referral service".

*The web site www.deltadentalins.com is the home of the Delta Dental companies listed below and their subsidiaries and affiliates. For other Delta Dental companies, visit the Delta Dental Plans Association web site at www.deltadental.com.

Delta Dental's Mission: To advance dental health and access through exceptional dental benefits service, technology and professional support.

Delta Dental includes these companies in these states:

Delta Dental of California – CA • Delta Dental of Pennsylvania – PA & MD • Delta Dental of West Virginia – WV • Delta Dental of Delaware – DE • Delta Dental of the District of Columbia – DC • Delta Dental of New York – NY • Delta Dental Insurance Company – AL, GA, FL, LA, MT, MS, NV, TX, UT



Delta Dental of California
800-765-6003

Delta Dental of Delaware
Delta Dental of the District
of Columbia

Delta Dental of New York
Delta Dental of Pennsylvania
(and Maryland)
Delta Dental of West Virginia
800-932-0783

Delta Dental Insurance Company
(Alabama, Florida, Georgia,
Louisiana, Mississippi, Montana,
Nevada, Texas, Utah)
800-521-2651



DeltaCare® USA is underwritten in these states by these entities: AL — Alpha Dental of Alabama, Inc.; AZ — Alpha Dental of Arizona, Inc.; CA — Delta Dental of California; AR, CO, IA, MI, OK, OR, RI, SC, SD, WA, WI, WY — Dentegra Insurance Company; AK, CT, DE, FL, GA, KS, LA, MS, TN, WV and Washington, D.C. — Delta Dental Insurance Company; KY, MD, MO, NJ, OH, TX — Alpha Dental Programs, Inc.; NV — Alpha Dental of Nevada, Inc.; UT — Alpha Dental of Utah, Inc.; NM — Alpha Dental of New Mexico, Inc.; NY — Delta Dental of New York; PA — Delta Dental of Pennsylvania. Delta Dental Insurance Company acts as the DeltaCare USA administrator in all these states, except CA. These companies are financially responsible for their own products.

Q: How do I log in to the web site?

A: You can log in from any page on the web site. Simply enter your user name and password in the designated boxes and submit. If you don't have a user name or password, click the "Register here" link to complete a quick registration process.

Q: What if I have trouble logging in to the web site or I don't have Internet access?

A: You can check your benefits, eligibility and claim information on our interactive voice response telephone line or speak to a customer service representative Monday through Friday by calling Delta Dental toll-free. For DeltaCare USA enrollees, please call 800-422-4234. For Delta Dental PPO and Premier® enrollees, please use the numbers listed on this flyer to contact Customer Service.

Q: Can I contact Customer Service on the web site?

A: Yes. You don't have to log in to contact Customer Service from our web site. Simply click on "Contact us" at the top of the home page and follow the appropriate links for your plan. You'll be presented with a number of contact options, including online Customer Service request forms for specific issues as well as the toll-free telephone number for your plan.

Q: I'm enrolled in a benefit plan, but I don't know which one. How do I find out which plan I'm enrolled in?

A: Log in with your user name and password (on the home page or any page on the web site), then click on "Eligibility & Benefits" in the main navigation menu. Your plan type will be listed on this page. Your benefits department or administrator should also be able to provide you with the plan name.

Q: How do I find a dentist?

A: You don't need to log in to find a dentist; just use the "Find a Dentist" search on the home page. Select the type of dental plan you have and the state in which you wish to search. You'll then be able to search for a dentist by location, or you can check to see if your current dentist is participating in your plan.

Q: Where can I get information about my benefits?

A: Log in to our secure system by entering your user name and password in the designated boxes (on the home page or any page on the web site), then click on "Eligibility & Benefits" in the main navigation menu.

Q: How do I print an ID card?

A: You don't need an ID card to obtain services, but if you'd like to have one, you can print it online. Log in with your user name and password (on the home page or any page on the web site), then click on "Eligibility & Benefits" in the main navigation menu. Click on the Print an ID Card link on this page.

Q: How do I download and print a claim form and check the status of a submitted claim?

A: You can access and print claim forms from the main page of our web site by clicking on "Enrollees" and then clicking "Claim form." Please note that you don't need to submit a claim form when you visit a Delta Dental dentist since the dental office does it on your behalf. You only need to submit a claim form if you visit a non-Delta Dental dentist (for PPO and Premier enrollees) or receive out-of-area emergency care (for DeltaCare USA enrollees). To check the status of a submitted claim, log in by entering your user name and password (on the home page or any page on the web site) and click on "Claims" in the main navigation menu."

Q: How can I check on the average cost of a dental procedure in my area?

A: Log in by entering your user name and password (on the home page or any page on the web site) and click on "Fee Finder" in the main navigation menu.

Q: How current is the information on the web site?

A: The "Find a Dentist" directory is updated weekly. The "Eligibility & Benefits" records are refreshed nightly and reflect any updates made the previous day. All other information on the web site is updated as needed.