

Delta Dental EPO Family Basic Exclusive Network Plan



Benefit summary

Easy access and great value

As a Delta Dental EPO subscriber, you have access to Delta Dental's EPO network in Massachusetts (MA). Participating providers have agreed to offer discounted fees and a no balance billing policy. Should you require care outside of Massachusetts, you have access to Delta Dental's extensive national PPO network. If you choose to receive services from a provider who does not participate in the Delta Dental EPO network in MA, or the Delta Dental PPO network out of MA, you will not be covered.

Delta Dental members can also take advantage of expanded discounts on many covered services, even after they have used up their benefit dollars, visit limits and other situations. Get the details at deltadentalma.com/members/discounts-on-covered-services/.

Learn more at deltadentalma.com

You can find more information about your benefits plan in the Delta Dental Subscriber Agreement available from your benefits administrator. In the guide, you can learn how to use your benefits, how to find a dentist or specialist, how the claims and appeal processes work, and more about keeping a healthy mouth for life.

Visit deltadentalma.com to find plan information, review eligibility status, check on claim status, or find a dentist. If you have any questions or need additional information, you can call customer service at 800-872-0500.

Coverage summary

Type	Amount	
Deductible		
Individual	\$100	Deductible waived for Diagnostic and Preventive categories.
Family	\$300	Deductible waived for Diagnostic and Preventive categories.
Maximum Per Member for members age 19 and over	\$750	
Out of Pocket Maximum for members under age 19	\$350	Limited to \$700 per family

Category / Procedure	Qualifications for members under age 19	Qualifications for members age 19 and over	Members under age 19		Members age 19 and over	
			In Network	Out of Network	In Network	Out of Network*
Diagnostic						
Comprehensive Evaluation	Once per patient per location.	Once every 60 months per location.	100%	0%	100%	0%
Periodic Oral Exam	Twice per patient per location per 12 months.	Twice every 12 months.	100%	0%	100%	0%
Full Mouth X- rays	Once every 36 months.	Once every 60 months.	100%	0%	100%	0%
Bitewing X-rays	Twice per patient per location per 12 months.	Twice every 12 months.	100%	0%	100%	0%
Single Tooth X-rays	As needed.	As needed.	100%	0%	100%	0%
Preventive						
Teeth Cleaning	Twice every 12 months.	Twice every 12 months.	100%	0%	100%	0%
Fluoride Treatments	Once every 3 months.	Not covered.	100%	0%	0%	0%
Space Maintainers	Covered.	Not covered.	100%	0%	0%	0%
Sealants	Age 0-16. One per 3 years per provider or location per tooth.	Not covered.	100%	0%	0%	0%

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Category / Procedure	Qualifications for members under age 19	Qualifications for members age 19 and over	Members under age 19		Members age 19 and over	
			In Network	Out of Network	In Network	Out of Network*
Restorative						
Silver Fillings	One per tooth per surface each 12 months.	Once every 24 months per surface per tooth.	40%	0%	30%	0%
White Fillings (Front Teeth)	One per tooth per surface per 12 months.	Once every 24 months per surface per tooth.	40%	0%	30%	0%
White Fillings (Back Teeth)	One per tooth per surface per 12 months. Multi surfaces will be processed as a silver filling and the patient is responsible up to the Delta Dental negotiated fee for white fillings, where allowable by state law. In other states, the patient is responsible up to the provider's full submitted charge.	One per tooth per surfacde per 24 months. Multi surfaces will be processed as a silver filling and the patient is responsible up to the Delta Dental negotiated fee for white fillings, where allowable by state law. In other states, the patient is responsible up to the provider's full submitted charge.	40%	0%	30%	0%
Temporary Fillings	Once per tooth per 60 months.	Once per tooth per 60 months.	40%	0%	30%	0%
Stainless Steel Crowns	Four per patient per day.		40%	0%	0%	0%
Oral Surgery						
Simple Extractions	Covered.	Once per tooth.	40%	0%	30%	0%
Surgical Extractions	Covered.	Once per tooth.	40%	0%	30%	0%
Periodontics						
Periodontal Surgery	One per quadrant every 36 months.	Once every 36 months per quadrant.	40%	0%	30%	0%
Scaling and Root Planing	Once per quadrant per 24 months.	Once per quadrant per 24 months.	40%	0%	30%	0%
Periodontal Cleaning	Not covered.	Four times every 12 months following active periodontal treatment. Not to be combined with preventive cleanings.	0%	0%	100%	0%
Endodontics						
Root Canal Treatment	Once per tooth per lifetime.	Once per tooth.	40%	0%	30%	0%
Vital Pulpotomy	Once per tooth per lifetime.	Not covered.	40%	0%	0%	0%
Prosthetic Maintenance						
Bridge or Denture Repair		Once per 12 months, same repair.	40%	0%	30%	0%
Rebase or Reline of Dentures	Once per patient every 24 months.	Once within 36 months.	40%	0%	30%	0%
Recement of Crowns & Onlays		Once per tooth.	40%	0%	30%	0%
Emergency Dental Care						
Minor Treatment for Pain Relief		Three occurrences in 12 months.	40%	40%	30%	30%
General Anesthesia	Allowed with covered surgical services only.	Allowed with covered surgical services only.	40%	0%	30%	0%
Prosthodontics						
Dentures	One per patient per 84 months.	Not covered.	40%	0%	0%	0%
Fixed Bridges and Crowns	Once per tooth per 60 months.	Not covered.	40%	0%	0%	0%
Implants	Not covered	Not covered.	0%	0%	0%	0%
Major Restorative						
Crowns	One per tooth each 60 months.	Not covered.	40%	0%	0%	0%
Orthodontics						
Medically Necessary Orthodonture**	Once per lifetime.	Not covered.	40%	0%	0%	0%

Dependents are covered up to age 26.

* Non-participating dentists may balance bill. Subscribers are responsible for the difference between the non-participating maximum plan allowance and the full fee charged by the dentist.

** Orthodontic services for children under the age of nineteen (19) for severe and handicapping malocclusion as defined by HLD index score of 22 and/or one or more auto Qualifier. Requires prior authorization.

Get to know your benefits

Thank you for choosing Delta Dental of Massachusetts as your trusted smile partner. As a Delta Dental member, you will enjoy convenient access and unmatched value. With 3 out of 4 dentists nationwide participating in a Delta Dental network, you'll be sure to find a dentist near your home or work. By visiting an in-network dentist, you'll benefit from significant cost savings.

Managing your dental plan — and your oral health — has never been easier with Delta Dental's digital tools and resources.

Visit deltadentalma.com for access to:



Find a Dentist search tool

Find an in-network dentist in your area with our searchable directory.



Dental Care Cost Estimator

Discover what a dental procedure will cost before your visit with our estimator tool.



DentaQual®

View dentists' ratings when searching for a participating provider with our 5-star performance scale.



Teledentistry.com/ddma

Schedule a virtual visit with a dentist 24/7 by visiting teledentistry.com/ddma.

Stay informed with your oral health:



Sign up for our Member Brush Up Newsletter [here](#).



Visit our member engagement website **ExpressYourHealthMA.com**.

- ✓ Benefit information and reminders
- ✓ Oral health tips for at home care
- ✓ DDMA community initiatives

Access the secure [member portal](#) for:



Coverage information

Review your dental plan information including eligibility, waiting periods, plan maximums and frequency limitations.



Claims history

View the status of your claims or pre-estimates.



Mobile ID card

Print or download a replacement ID card.



Manage your oral health, anytime, anywhere with the *Delta Dental Mobile App:

- ✓ Quick and easy access to digital ID cards
- ✓ Detailed claims information
- ✓ Review your dental policy coverage
- ✓ Find a Dentist search tool
- ✓ Dental Care Cost Estimator tool



Scan to download the Delta Dental Mobile App.

*Members must first register on the Delta Dental of Massachusetts secure, member portal.



Need assistance?

Call our Customer Care center: 800-872-0500.
Representatives available Mon-Fri 8 am - 8 pm EST
Email: customer.care@deltadentalmass.com

Your Plan is Administered by Delta Dental of Massachusetts

465 Medford Street, Ste 400
Boston, MA 02129

Nondiscrimination notice

Delta Dental of Massachusetts complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, age, or disability. Delta Dental of Massachusetts does not exclude people or treat them differently because race, color, national origin, sex, gender identity, sexual orientation, age, or disability.

Delta Dental of Massachusetts:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, and accessible electronic formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, visit: deltadentalma.com or call the number on your member ID card.

If you believe that Delta Dental of Massachusetts has failed to provide these services or discriminated in another way on the basis of race, color, national origin, sex, gender identity, sexual orientation, age, or disability, you can file a grievance with:

Civil Rights Coordinator
Compliance Department
P.O. Box 2907
Milwaukee, WI 53201-2907
Fax: 617-886-1390
Phone: 800-872-0500
Email: FairTreatment@greatdentalplans.com
TTY: 711

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can file a complaint electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019, 800-537-7697 (TDD)

Language assistance

ATTENTION: If you speak English, language assistance is available at no cost. Call 800-872-0500 (TTY: 844-233-4524).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-872-0500 (TTY: 844-233-4524).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-872-0500 (TTY: 844-233-4524).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-872-0500 (TTY: 844-233-4524)。

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-872-0500 (TTY: 844-233-4524).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-872-0500 (TTY: 844-233-4524).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-872-0500 (TTY: 844-233-4524).

تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. اتصل بالرقم 800-872-0500 (الهاتف النصي: 844-233-4524).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្លូវភាសាដោយមិនគិតលុយនូវ គឺអាចមានសំរាប់អ្នក។ ចូរទូរស័ព្ទ 800-872-0500 (TTY: 844-233-4524)។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-872-0500 (ATS: 844-233-4524).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-872-0500 (TTY: 844-233-4524).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-872-0500 (TTY: 844-233-4524). 번으로 전화해 주십시오.

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 800-872-0500 (TTY: 844-233-4524).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-872-0500 (TTY: 844-233-4524).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 800-872-0500 (TTY: 844-233-4524). पर कॉल करें।

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 800-872-0500 (TTY: 844-233-4524).