Welcome to DeltaCare

DeltaCare is an innovative dental plan that provides you with comprehensive care at a significantly lower cost than most other dental plans—which means great value for you. The plan is unique in its emphasis on preventive services, which are fully covered. DeltaCare works much like a dental HMO, in which you and your family receive all your care from a network of participating dentists. There are no waiting periods for any services. Your coverage begins immediately, so you get the care you need—when you need it.

Using Your Dental Plan

Choosing Your Primary Care Dentist

You and each member of your family covered under DeltaCare must select a Primary Care Dentist (PCD) from the DeltaCare directory.

Please indicate the name and provider number of the PCD in the designated area on your enrollment form. If you do not select a PCD, we will assign one located near your home. To select a PCD, check the *Directory of Participating Dentists* or our website at www.deltadentalma.com. You can also call the DeltaCare Unit at (800) 327-6277.

Shortly after your enrollment, each member of your family covered by DeltaCare will receive an ID card with his or her PCD's name and phone number on it. Coverage is effective for all dependents up to age 26.

To change your PCD, simply call our DeltaCare Unit by the 21st day of the month at (800) 327-6277 and let the representative know which DeltaCare dentist you would like as your PCD. The change will be effective at the beginning of the following month. We will send you a new ID card reflecting the change after it becomes effective.

How Your Plan Works

There's never any paperwork for you to fill out when you visit your PCD or a specialist in the DeltaCare network. **Simply provide your dentist with the information that is printed on your ID card.** Your dentist will collect any applicable co-payments for services you receive and take care of all the paperwork for you.

When you are in need of specialty services, you may select a specialist from the DeltaCare network or ask your primary care dentist for a recommendation. Services from a provider who does not participate in the DeltaCare network are not covered except in some cases for an emergency. In addition, with prior approval, DeltaCare may allow your DeltaCare primary care dentist to authorize a referral to a non-participating dentist when DeltaCare has determined that it does not have in its network a specialist with the professional training and expertise to treat a particular condition or disease.

Out-of-Pocket Expenses

You will be responsible for the co-payments listed on your co-payment schedule, which you will pay directly to the dentist and, where noted, any additional lab fees associated with certain major restorative procedures. Most preventive and diagnostic services are covered at 100%, which means you won't have any additional out-of-pocket costs on these procedures. Please note there is a \$1,000 calendar year maximum on certain specialty services (oral surgery, endodontic services, and periodontic services). If you have reached the maximum amount allowed for these specialty services in a calendar year, the dentist may then charge you his/her usual fee for the services rendered.

Emergency Dental Care

If you need emergency care, contact your PCD immediately. He or she will arrange to get you the care you need. If you can't reasonably reach your PCD (if you are traveling or not in the area, for example) and need emergency care, you should see a local dentist for treatment. You should then contact your PCD to arrange for further care. DeltaCare will provide coverage for emergency services required to reduce swelling, relieve pain, and/or reduce the potential for infection until you can see your PCD for treatment.

Frequency Limitations

Frequency limitations reflect the availability of coverage only. It is up to you and your dentist to determine the need and frequency of dental procedures.

The following contains the limitations for some common dental procedures. If you would like more information about limitations on services not included in this list, please contact our DeltaCare Unit at (800) 327-6277, for a copy of your Subscriber Certificate.

Cleanings—not to exceed two cleanings in any 12 consecutive months.

Dentures and Partial Dentures—up to one set per arch once every five years provided the existing set is no longer serviceable.

Fixed Bridges, Crowns, and Other Cast Restorations—up to one restoration per tooth or missing tooth space in a five-year period provided the existing restoration is no longer serviceable.

Denture Relines—up to once per denture in any 36 consecutive months beginning six months after delivery of the denture.

Periodontal Treatments (root planing/subgingival curettage)—up to once per quadrant in any 24 consecutive months.

Bitewing X-rays—based on need, up to one series of four films in any six-month period.

Full-mouth X-rays—based on need, up to one set every 24 consecutive months.

Topical Fluoride Treatment—once every six months for members under age 19.

Space Maintainers—(required due to the premature loss of teeth) for members under age 14 and not for the replacement of primary or permanent front teeth.

Chlorhexidine Mouthrinse—this is a covered benefit only when administered and dispensed in the dentist's office following scaling and root planing.

Fluoride Toothpaste—this is a covered benefit only when administered and dispensed in the dentist's office following periodontal surgery.

Sealants—based on need, for unrestored permanent molars only, once per tooth for members under age 16.

Your DeltaCare provider is responsible for determining the best course of treatment for you. If more than one treatment option is appropriate, you can choose a more expensive option than your dentist recommends. In this case, you will be responsible for the difference in cost between the two options as well as the co-payment for the recommended treatment.

Exclusions

- General anesthesia and the services of a special anesthesiologist.
- 2. Cosmetic dental care.
- 3. Dental conditions arising out of and due to enrollee's employment or for which Worker's Compensation is payable. Services that are provided to the enrollee by state government or agency thereof, or are provided without cost to the enrollee by any municipality, country, or other subdivision.
- 4. Treatment required by reason of war.
- 5. Dental services performed in a hospital and related hospital fees.
- 6. Treatment of fractures and dislocations.
- Loss or theft of fixed and removable prosthetics (crowns, bridges, full or partial dentures).
- 8. Dental expenses incurred in connection with any dental procedures started after termination of eligibility for coverage.
- 9. Any service that is not specifically listed as a covered expense.
- 10. Congenital malformation.
- 11. Cysts and malignancies.
- 12. Dispensing of drugs not normally supplied in a dental office.
- 13. Accidental injury. Accidental injury is defined as damage to the hard and soft tissues of the oral cavity resulting from forces external to the mouth. Damages to the hard and soft tissues of the oral cavity from normal masticatory (chewing) function will be covered at the normal schedule of benefits.
- 14. Cases which in the professional judgment of the attending dentist determines a satisfactory result cannot be obtained or where the prognosis is poor or guarded.

- 15. Dental services received from any dental office other than the assigned PCD's office, unless expressly authorized in writing from DeltaCare.
- 16. Prophylactic removal of impactions (asymptomatic nonpathological).
- 17. Specialist consultations for non-covered benefits.
- 18. Implant placement or removal, appliances placed on or services associated with implants.
- 19. Dental expenses incurred in connection with any dental procedure started prior to the enrollee's eligibility with the DeltaCare program. Example: teeth prepared for crowns, root canals in progress, orthodontic treatment.
- 20. Occlusal guards for bruxism (grinding) or TMJ.
- 21. A method of treatment more costly than is customarily provided. Benefits will be based on the least costly generally accepted method of treatment.
- 22. A service rendered by someone other than a licensed dentist or a hygienist that is employed by a licensed dentist.
- 23. Appliances or restorations necessary to increase vertical dimension, replace or stabilize tooth structure loss by attrition, realignment of teeth, periodontal splinting, gnathologic recordings, equilibration, or treatment of disturbances of the temporomandibular joint (TMJ) are not covered benefits.
- 24. Extensive treatment plans involving 10 or more crowns or units of fixed bridgework are considered full-mouth reconstruction and are not a benefit of the DeltaCare program.
- 25. Tooth desensitization.
- 26. Orthodontic Services.

Member Co-payments for DeltaCare

As a DeltaCare member, you are responsible for the following co-payments when you receive care from your PCD or a specialist your PCD refers you to. All co-payments should be made directly to the treating dentist. Your DeltaCare plan provides coverage for only those procedures listed in this co-payment schedule.

I DIAC	NOSTIC SERVICES TYPE I	D2464	Four or more curfaces silver filling		
	SNOSTIC SERVICES — TYPE I		D2161	Four or more surfaces silver filling, primary or permanent\$	61.00
D0120	Periodic oral evaluation -		Dagge		
	established patient\$	0	D2330		41.00
-		0		Three surfaces white filling: front tooth\$	50.00 60.00
Do145	Oral evaluation for patient under three		D2332 D2335	Four or more surfaces white filling:	00.00
_	years of age\$	0	D2335	front teeth\$	77.00
Do150	Comprehensive oral evaluation -		D2390	· · · · · · · · · · · · · · · · · · ·	77.00 78.00
	new or established patient\$	0		One surface white filling back tooth\$	
D0160	Detailed and extensive oral evaluation -			Two surfaces white filling back tooth	
_	problem focused, by report\$	0		Three surfaces white filling: back tooth	
D0170	Re-evaluation - limited, problem			Four or more surfaces white filling: back teeth.	
	focused (established patient;		D2394 D2410		
	not post-operative visit)	0		Gold foil - two surfaces	
D0180	Comprehensive periodontal evaluation -			Gold foil - three surfaces	
_	new or established patient\$	0	D2430		
D0190	Screening of a patient\$	0		TYPE III, exc	
D0191	Assessment of a patient\$	0	IV. MAJ	JOR RESTORATIVE SERVICES — noted as (TII)	for TYPE II
	Full-mouth x-ray series	0		Onlay - metallic - two surfaces\$	
	Single x-ray\$	0	D2543	Onlay - metallic - three surfaces \$	579.00
D0230	Additional x-ray(s)\$	0		Onlay - metallic - four or more surfaces \$	
D0240	Occlusal x-ray	0		Onlay - porcelain/ceramic- two surfaces \$	
	Single bitewing x-ray\$	0		Onlay - porcelain/ceramic- three surfaces\$	632.00
	Two bitewing x-rays\$	0	D2644	Onlay - porcelain/ceramic- four or more	
D0273		0		surfaces\$	705.00
D0274	Four bitewing x-rays\$	0		Crown - resin-based white \$	
	Verticle bitewing series (7 to 8 films) \$	0		Crown - resin with high noble metal**\$	
	Panoramic x-ray\$	0		Crown - resin with pred. base metal\$	
	Nerve vitality test	0		Crown - resin with noble metal \$	
	Diagnostic casts\$	0		Crown - porcelain/ceramic substrate \$	
D0999	Unspecified diagnostic procedure, by report \$	12.00		Crown - porcelain and high noble metal [™] \$	
Failed a	appointment without 24-hr notice per 15 min.			Crown - porcelain and base metal\$	
	intment time is\$	10.00		Crown - noble metal\$	
	de may be used for reimbursing Chlorhexidine and prescr	intion		Crown - 34 cast high noble metal**\$	
	de may be used for reimbursing Chlornexiaine and prescr h fluoride toothpaste only when dispensed in the office by			Crown - 34 cast predominantly base metal\$	
Strengti	Tridoriae tootiipaste omy when dispensed in the office by	a acmist.		Crown - 34 cast noble metal	
II. PRE	VENTIVE SERVICES — TYPE I			Crown - 3/4 porcelain/ceramic	
_	Adult cleaning\$	0		Crown - high noble metal*	
D1110 D1120	Child cleaning\$	0	D2/91	Crown - base metal\$	570.00*
		Ü	D2/92	Crown - full cast noble metal\$	639.00*
D1206	Typical fluoride varnish; therapeutic application	•		Crown - titanium ^{††} \$	800.00^
D4208	for moderate to high caries risk patients\$ Topical application of fluoride - child\$	0	D2910	Recement inlay, only or partial coverage restoration\$	20.00
D1208	Oral hygiene instruction\$	0	D2015	Recement cast or prefabricated	30.00
D1330	Sealant application - through age 25, unrestored	0	D2915	post and core\$	28.00 (TII)
D1351	permanent molars, once per month\$	0	D2920		
D12F2	Preventive resin restoration in permanent tooth	U	D2920 D2929	Prefabricated porcelain/ceramic crown,	29.00 (111)
D1352	for moderate to high caries risk patients\$	0	52929	anterior primary tooth\$	69.00 (TII)
D1353	Sealant repair, per tooth\$	0	D2030	Crown - stainless steel: baby tooth\$	77.00 (TII)
	Space maintainer - fixed, unilateral \$		D2931		79.00 (TII)
D1510	Space maintainer - fixed, utilitateral \$	163.00		Crown - prefabricated resin \$	90.00 (TII)
D1515 D1520	Space maintainer - removable, unilateral \$	275.00 113.00		Crown - prefabricated stainless steel) (,
D1520	Space maintainer - removable, bilateral \$	263.00	//	with resin window\$	69.00 (TII)
	Recementation of space maintainer\$		D2940	Sedative filling\$	30.00 (TII)
D1550	Removal of fixed space maintainter\$	0		Core build-up, including any pins\$	
D1555	Removal of fixed space maintainter	O	D2951		14.00 (TII)
III. MINOR RESTORATIVE SERVICES — TYPE II			D2952	Post and core in addition to crown,	
_				indirectly fabricated\$	240.00
D2140	One surface silver filling,		D2953	Post and core in addition to crown,	-
Dates	primary or permanent\$	35.00		indirectly fabricated\$	20.00
D2150	Two surfaces silver filling,	(2.22	D2954	Prefabricated post and core	
Dage	primary or permanent\$	42.00		(in addition to crown)\$	190.00
D2160	Three surfaces silver filling, primary or permanent\$	F1 00	* Include	s co-naumant and lah for for this procedure	
	primary or permanent	51.00	пісіийе	s co-payment and lab fee for this procedure.	
				DCILC In Notwor	dr Ind & Form

D2957 D2971	Each additional prefab post - same tooth \$ Additional procedure to construct new crown		D4342	Periodontal scaling and root planing - one to three teeth, per quadrant\$	48.00
	under existing partial denture framework\$ Crown repair, by report\$	110.00 (TII) 60.00 (TII)	D4355	Full-mouth debridement to enable comprehensive evaluation and diagnosis\$	45.00
D2981	Inlay repair necessitated by restorative material failure\$	60.00 (TII)	D4910	Periodontal maintenance following active therapy\$	20.00
	Onlay repair necessitated by restorative material failure\$	60.00 (TII)	VII DE	TYPE II, e MOVABLE PROSTHODONTICS — noted as (1	xcept when
D2990	Resin infiltration of incipient smooth surface lesions\$	o (TII)	D5110	Complete denture, upper ^{††} \$	-
V END	ODONTIC SERVICES — TYPE II	, ,	D5120 D5130	Complete denture, lower ^{††} \$ Immediate denture, upper ^{††} \$	776.00*(TIII)
_			D5140	Immediate denture, lower ^{††} \$	
D3110	Pulp cap: direct	20.00	D5211	Upper partial denture: resin base ^{††} \$	
D3120	Pulp cap: indirect\$	21.00	D5212	Lower partial denture: resin base ^{††} \$	
D3220	Pulp removal on baby tooth\$	48.00	D5213	Upper partial denture: metal [#] \$	
D3221	Pulpal debridement primary and	_	D5213	Lower partial denture: metal ⁺⁺ \$	
_	permanent teeth\$	56.00	D5221	Immediate maxillary partial denture -	040.00 (111)
D3222	Partial pulpotomy for apexogenesis -		0)221	resin base (including any conventional	
	permanent tooth with incomplete root			clasps rests and teeth)\$	554.00
_	development\$	48.00	D5222	Immediate mandibular partial denture -	554.00
D3230	Pulpal therapy (resorbable filling) - front,		05222	resin base (including any conventional	
_	primary tooth (excl. final restoration)\$	37.00		clasps, rests and teeth)\$	600.00
D3240	Pulpal therapy (resorbable filling) - back,		D5223	Immediate maxillary partial denture -	000.00
	primary tooth (excl. final restoration)\$	37.00	05225	cast metal framework with resin denture	
D3310	Root canal treatment: front tooth \$			bases (including any conventional clasps	
D3320	Root canal treatment: bicuspid\$				840.00
D3330	Root canal treatment: molar\$	315.00	D5224	Immediate mandibular partial denture -	040.00
D3346	Retreatment of previous root canal		05224	cast metal framework with resin denture	
_	therapy - front\$	254.00		bases (including any conventional clasps	
D3347	Retreatment of previous root canal			rests, and teeth)\$	840.00
	therapy - bicuspid\$	285.00	D5225	Upper partial denture: flexible base ^{††} \$	
D3348	Retreatment of previous rooth therapy -		D5226	Lower partial denture: flexible base ^{††} \$	
	molar\$		D5281	Unilateral partial denture\$	
D3410	Surgical root canal treatment: front tooth \$	225.00	D5410	Adjust denture: complete, upper\$	
D3421	Surgical root canal treatment:	0	D5411	Adjust denture: complete, lower\$	
	bicuspid (first root)\$	180.00	D5421	Adjust denture: partial, upper\$	
D3425	Surgical root canal treatment:		D5422	Adjust denture: partial, lower\$	
D (molar (first root)\$	260.00	D5510	Repair broken complete denture base\$	
D3426	Surgical root canal treatment:		D5520	Replace missing or broken teeth:	45
D	each additional root\$		- 55	complete denture, per tooth\$	41.00
D3430	Retrograde filling - per root\$	48.00	D5610	Base repair: partial denture\$	
\// DEE	NODONITIC CEDI (ICEC TVDE II		D5620	Case framework repair	
VI. PER	RIODONTIC SERVICES — TYPE II		D5630	Repair or replace broken clasp, per tooth \$	
D4210	Gingivectomy or gingivoplasty - four or more		D5640	Replace partial denture tooth, per tooth \$	
	contiguous teeth or bounded teeth spaces		D5650	Add tooth to existing partial denture \$	
	per quadrant\$	127.00	D5660	Add clasp to existing partial denture,	
D4211	Gingivectomy or gingivoplasty - one to three			per tooth\$	56.00
	contiguous teeth or bounded teeth spaces		D5670	Replace all teeth on upper denture\$	270.00
	per quadrant\$	90.00	D5671	Replace all teeth on lower denture\$	270.00
D4240	Gingival flap procedures, including root		D5710	Rebase denture: complete, upper\$	146.00
	planing, four or more contiguous teeth or		D5711	Rebase denture: complete, lower\$	146.00
_	bounded teeth spaces per quadrant\$	252.00	D5720	Rebase denture: partial, upper\$	146.00
D4241	Gingival flap procedures, including root		D5721	Rebase denture: partial, lower\$	146.00
	planing, one to three contiguous teeth or		D5730	Reline denture: complete, upper (chairside)\$	89.00
	bounded teeth spaces per quadrant\$		D5731	Reline denture: complete, lower (chairside) \$	90.00
D4245	Apically positioned flap\$		D5740	Reline denture: partial, upper (chairside) \$	71.00
D4249	Crown lengthening - hard tissue\$	260.00	D5741	Reline denture: partial, lower (chairside)\$	82.00
D4260	Osseous surgery (including flap entry and		D5750	Reline denture: complete, upper (laboratory) \$	
	closure) - four or more contiguous teeth or		D5751	Reline denture: complete, lower (laboratory) \$	
ь.	bounded teeth spaces per quadrant\$	336.00	D5760	Reline denture: partial, upper (laboratory)\$	
D4261			D5761	Reline denture: partial, lower (laboratory)\$	
	closure) - one to three contiguous teeth or		D5820	Temp partial denture, upper\$	
	bounded teeth spaces per quandrant\$	256.00	D5821	Temp partial denture, lower	
D4341	Periodontal scaling and root planing -		D5850	Tissue conditioning: upper\$	
	four or more teeth, per quandrant\$	69.00	D5851	Tissue conditioning: lower\$	
			D5863	Overdenture — complete maxillary	OPT

OPT = An alternative benefit. Your plan covers the leaset expensive method of appropriate care for this condition, yet an alternative procedure can also be applied at the discretion of you and your dentist at a higher out-of-pocket cost to you.

^{*} Includes co-payment and lab fee for this procedure.

D=0(/	Overdenture nartial mavillant	ODT								
D5864 D5865	Overdenture — partial maxillary Overdenture — complete mandibular	OPT								
	Overdenture — complete mandibular	OPT								
D5866 Overdenture — partial mandibular OPT										
TYPE III, except when										
VIII. FIXED PROSTHODONTICS — noted as (TII) for TYPE II										
D6210	Pontic: cast high noble metal***	675.00*								
D6211	Pontic: predominantly base metal \$	510.00*								
D6212	Pontic: cast noble metal\$	555.00^								
D6240	Pontic: porcelain fused to high	(O+								
D6244	noble metal ^{†††} \$ Pontic: porcelain fused to pred.	684.00^								
D6241	base metal\$	585.00*								
D6242	Pontic: porcelain fused to noble metal \$	615.00*								
D6242	Pontic: resin with high noble metal***\$	621.00								
D6250	Pontic: resin with pred. base metal\$	447.00								
D6251	Pontic: resin with noble metal\$	510.00								
D6545	Retainer - cast metal for resin bonded)10.00								
- 0747	fixed prosthesis\$	240.00								
D6549	Resin retainer for resin-bonded fixed	_4								
3 17	prosthesis\$	240.00								
D6602	Retainer inlay - cast high noble metal,	·								
	two surfaces ^{†††} \$	570.00								
D6603	Retainer inlay - cast high nobel metal,									
	three or more surfaces****\$	554.00								
D6604	Retainer inlay - cast predominantly base metal,									
	two surfaces\$	487.00								
D6605	Retainer inlay - cast predominantly base metal,									
	three or more surfaces\$	550.00								
D6606	Retainer inlay - cast noble metal,									
D//	two surfaces\$	636.00								
D6607	Retainer inlay - cast noble metal,									
D6610	three or more surfaces \$ Retainer onlay - cast high nobel metal,	550.00								
D0010	two surfaces***\$	583.00								
D6611	Retainer onlay- cast high noble metal,	503.00								
DOOTI	three or more surfaces ^{†††} \$	620.00								
D6612	Retainer onlay - cast predominantly base	0,0.00								
D0012	metal, two surfaces\$	583.00								
D6613	Retainer onlay - cast predominantly base	Jej.ee								
5	metal, three or more surfaces\$	366.00								
D6614	Retainer onlay - cast noble metal,									
	two surfaces\$	583.00								
D6615	Retainer onlay - cast noble metal,									
		735.00								
D6720	Retainer crown - resin with high noble									
	metal***\$	270.00								
D6721	Retainer crown - resin with pred. base metal \$									
D6722	Retainer crown - resin with noble metal \$	480.00								
D6750	Retainer crown - porcelain fused to high	(+								
D6754	noble metal************************************	690.00^								
D6751	Retainer crown - porcelain fused to predominantly base metal****	r&r 00*								
D6752	Retainer crown - porcelain fused to	505.00								
00/52	noble metal****\$	620.00*								
D6780	Retainer crown - 3/4 cast high noble metal*** \$									
D6781	Retainer crown - 3/4 cast predominantly	J, 0.00								
-,	base metal\$	578.00*								
D6782	Retainer crown - 3/4 cast noble metal \$	591.00*								
D6790	Retainer crown - cast high noble metal***\$	660.00*								
D6791	Retainer crown - cast base metal\$	614.00*								
D6792	Retainer crown - cast noble metal\$	633.00*								
D6930	Recement fixed partial denture (bridge)\$	41.00 (TII)								

IX. ORAL AND MAXILLOFACIAL SURGERY — TYPE II Extraction, coronal remnants - baby tooth ...\$ D7111 30.00 D7140 Extraction, erupted tooth or exposed root; includes routine removal of tooth structure, minor smoothing of socket bone and 43.00 D7210 Surgical tooth removal, minor smoothing of socket bone and closure\$ 80.00 D7220 Impacted tooth removal: soft tissue\$ 95.00 D7230 Impacted tooth removal: partially bony.....\$ 125.00 D7240 Impacted tooth removal: completely bony ...\$ 150.00 D7241 Removal of impacted tooth: completely bony with unusual surgical complications ...\$ 180.00 D7250 Surgical removal of residual tooth roots\$ D7286 Biopsy of soft tissue.....\$ 105.00 D7310 Alveoloplasty in conjunction with extractions, four or more teeth or tooth spaces - per quadrant\$ 63.00 D7311 Bone recontouring (done with extractions) one to three teeth or tooth spaces, per quadrant\$ 75.00 D7320 Alveoloplasty not in conjunction with extractions, four or more teeth or tooth spaces - per quadrant\$ 90.00 Bone recontouring (done with extractions) -D7321 one to three teeth or tooth spaces, per quadrant\$ 68.00 D7471 Excision - bone tissue\$ 103.00 Removal of torus palatinus\$ 206.00 D7472 Removal of torus mandibularis \$ 165.00 D7473 Incision and drainage of abscess\$ D7510 60.00 D7960 Frenulectomy (frenectomy or frenotomy)\$ 149.00 TYPE II, except when X. ADDITIONAL PROCEDURES — noted as (TI) for TYPE I Doi10 Emergency treatment for relief of pain.....\$ Regional block anesthesia.....\$ D9211 0 Dog Trigeminal division block anesthesia \$ 0 D9215 Local anesthesia\$ 0 D9310 Consultation - diagnostic service provided by dentist or physician other than requesting

dentist or physician\$

D9440 After-hours office visit.....\$

24.00 (TI)

25.00 (TI)

^{†††} For members who reside outside of Massachusetts, if precious and semiprecious metals are used, they will be charged to the enrollee at the additional cost of the metal. This applies to crowns, bridges, and cast post and cores.

^{*****} Porcelain on molars is considered optional treatment.

^{*} Includes co-payment and lab fee for this procedure.

Member Rights and Responsibilities

As a Delta Dental member, you have the right to:

- Be provided with appropriate information about Delta Dental and its benefits, providers, and policies.
- Be informed of your diagnosis, the proposed treatment, and prognosis by your dentist.
- Give informed consent before beginning any dental treatment and be made aware of the consequences of refusing treatment.
- Obtain a copy of your dental record, in accordance with the law.
- Be treated with respect and have your dignity and need for privacy recognized.

You have the responsibility to:

- Ask questions in order to understand your dental condition and treatment, and follow instructions for recommended treatment given by providers.
- Provide dentists with the information necessary to care for you.
- Be familiar with Delta Dental benefits, policies, and procedures by reading Delta Dental's written materials or calling the DeltaCare Unit.

Where to Get More Information

If you have any question, please contact our DeltaCare Unit at (800) 327-6277.

This information should be used only as a guide for your dental plan. For detailed information on your plan, riders, terms and conditions, or limitations and exclusions, please see the Subscriber Certificate. Copies of the Subscriber Certificate are available by calling Customer Service at (800) 327-6277.

At your request, interpreter and translation services related to administrative procedures are available to you or a covered family member.

خدمات ترجمة فورية/ترجمة في حالة طلبكم نقوم بتوفير مترجمين وخدمات ترجمة تتعلق بالإجراءات الإدارية.

អ្នកបកប្រែ ឬកិច្ចការបកប្រែ

បើអ្នកស្នើឱ្យមានអ្នកបកប្រែ និងកិច្ចការបកប្រែ ដែលជាប់ទាក់ទងទៅនឹង វិធីចាត់ចែងការ យើងមានផ្តល់ជូន ។

翻譯服務

如果您提出要求,我們可以為您提供相關的行政禮節的翻譯服務。

Services de traduction et d'interprétariat.

Les services de traduction et d'interprétariat en connexion avec les procédures administratives sont disponibles sur demande

Услуги устного/письменного перевода.

По Вашему требованию будут предоставлены услуги устного и письменного перевода, связанные с административными процедурами.

Sèvis Entèprèt ak TradiksyonSi w mande sèvis entèprèt ak tradiksyon pou prosede administratif, nap mete yo a dispozisyon ou.

Servizi di interpretariato e traduzione richiesta, sono disponibili servizi di interpretariato e traduzione relazionati con pratiche amministrative.

ບໍລິການແປພາສາ ແລະ ນາຍພາສາ

ຕາມທີ່ທ່ານຂໍມາ, ພວກເຮົາມີບໍລິການນາຍ ແປພາສາ ແລະ ການແປພາສາທີ່ກຸ່ງວກັບຂັ້ນຕອນການບໍລິຫານໃຫ້ທ່ານແລະ ສມາຊິກໃນຄອບຄົວຂອງທ່ານ

Serviços de tradutor(a)/intérprete Se assim o solicitar, estão disponíveis serviços de tradução e interpretação para os procedimentos administrativos.

Υπηρεσίες Διερμηνέα/Μεταφραστή

Μετά από αίτησή σας, υπηρεσίες διερμηνέα και μεταφραστή σχετικά με διοικητικές διαδικασίες είναι στη διάθεσή σας.

Servicios de interpretación/traducción Si usted lo solicita, se encuentran a su disposición servicios de interpretación y traducción para asistirle en procedimientos administrativos.

Your Plan is Administered by:

Delta Dental of Massachusetts 1-800-327-6277



Delta Dental of Massachusetts 465 Medford Street, Boston, MA 02129 www.deltadentalma.com

An Independent Licensee of the Delta Dental Plans Association.

® Registered Marks of the Delta Dental Plans Association.

©2015 DSM.

Current Dental Terminology ©2015 American Dental Association. All Rights Reserved.

SP1196 (10/15)