

Online access to your dental benefits that will make you smile.

It's eight o'clock the night before your dentist appointment and you can't remember how much coinsurance you will be required to pay or if you have met all of your deductible for dental services. What do you do? With Delta Dental of Virginia, the answer is easy – simply log into deltadentalva.com and check your benefits.

Delta Dental makes access to all your dental benefits simple with our interactive, secure **Subscriber Connection**. A few clicks of the mouse will let you find all you need to know about your dental coverage benefits, including coverage levels, claims status and more.

Your dental benefits information at your convenience

You can visit deltadentalva.com anytime for information to help you understand your benefits, learn more about the value of good oral health and find a dentist near you.

Just click on the Subscriber Connection link from the home page of deltadentalva.com or log into the secure website and you'll see why Delta Dental gives you something to smile about.



The Benefits of Experience

Delta Dental of Virginia
4818 Starkey Road
Roanoke, VA 24018
800.237.6060
deltadentalva.com



Point.



Click.



Smile.

24/7 access to your benefits information



Subscriber Connection Quick Reference Guide



Getting started

- ▲ Go to deltadentalva.com
- ▲ Look on the home page under Subscriber Connection
- ▲ Click the link for New user? Click here to register
- ▲ Follow the instructions to select your user name and password



Logging on

- ▲ Go to deltadentalva.com
- ▲ Enter your user name and password in the boxes at the top left corner and select "I am a" Subscriber from the user type dropdown; Click the green arrow to the right
- ▲ The Subscriber Connection login page appears
- ▲ From here you can access all your Delta Dental benefits information

Once you have your user name and password, you can log into our secure site to access valuable benefits information. Access is free and unlimited. Visit as many times as you need to view and/or print copies of your coverage information.

Log into deltadentalva.com with your user name and password to access:



Print replacement ID cards

In the event you lose or misplace your ID card, this feature lets you print a replacement ID card right from your desktop.



Member Handbook and Evidence of Coverage (EOC)

Your customized Member Handbook, including the Evidence of Coverage (EOC), is available online. You can view the handbook in PDF format, save it to your home or office computer, or print it out for future reference. Check with your human resources manager to find out if this option is available for you.



Verify your benefits

This section of the secure website provides you with an overview of your Delta Dental coverage. Here you will find:

- ▲ The type of coverage you have with Delta Dental
- ▲ The dates that your coverage is effective
- ▲ Individuals covered under your plan
- ▲ Benefit maximum and deductible amounts
- ▲ Plan benefits used to date by each covered individual
- ▲ What Delta Dental will consider for each benefit category



Track claims

The Subscriber Connection takes the guesswork out of your benefits claims. After you have visited the dentist, use the Track claims section to confirm the status of the claim – where it is in the process of being paid or the method of payment – to you or to your dentist. And, most importantly, you can check to see exactly how much you will owe for each service. You can even print out your own Explanation of Benefits (EOB).

The Track claims section also has a comprehensive search function that allows you to search for and view any and all claims submitted for yourself and your covered dependents.



Access forms

Important forms are available in the Forms section. For example, if you visit a dentist who doesn't participate with Delta Dental, you can download a claim form right from our website. You can refer to this information online or print a copy for your records.

No login necessary to access:



Find a Dentist

One of the most popular sections of our website is the Find a Dentist section. You do not need to be logged into your account to search for a dentist. Simply click on any of the Find a Dentist links found throughout deltadentalva.com and you will be able to search for dentists who participate with Delta Dental.



Forgotten password and/or user name

Sometimes it's hard to remember all the different user names and passwords you use for different websites. If you ever get confused or lose your deltadentalva.com login information, help is just a mouse-click away. Simply go to the home page and click on the Forgot password or Forgot user name link to retrieve your website access information.



Online demonstration

If you want more help, an online demonstration is available that will walk you through the first time registration process and show you, step by step, how to access all your benefits information. The demo is available from the home page at deltadentalva.com – just look for the Subscriber Connection Demo links.