

Frequently Asked Questions

What dentists can I see?

Your coverage determines the providers you may see, but Delta Dental's got you covered with the most in-network providers in the state. To find out if a dentist participates in a network covered by your plan, use the Find a Dentist tool at www.deltadentalco.com.

What if I can't find an in-network provider in my area?

If you are unable to find a PPO or Premier provider in your area, you can still visit an out-of-network provider. Services performed by these providers will still be covered, but will be subject to usual and customary fees and you may be balanced billed.

What kind of plan and benefits do I have?

You are enrolled in a Delta Dental PPOSM plus Premier plan. You and your family can visit any licensed dentist, but will enjoy the greatest out-of-pocket savings if you see a Delta Dental PPOSM dentist.

- Diagnostic and preventive services* are covered at 100% and include oral exams and cleanings, sealants, bitewing x-rays, full mouth X-rays, flouride, and space maintainers.
- Basic services* are covered at 80% and include fillings, simple extractions, oral surgery, and endodontics/periodontics.
- Major services* are covered at 50% and include crowns, implants, dentures, and bridges.

*Frequencies, limitations, and exclusions apply. You may verify benefits, track claims, and more once you log in to your account.

Which website should I use? www.deltadentalco.com, or www.deltadental.com?

You should always begin with Delta Dental of Colorado www.deltadentalco.com. However, you may notice during a dentist search or registration that you are automatically sent to the national portal, www.deltadental.com. Because Delta Dental comprises 39 different member companies like Delta Dental of Colorado, some information must be accessed using our national portal.

How do I register?

It's easy to register for an account. In no time,

you'll have access to all of your plan-related information including, benefits, maximums, eligibility, and claims.

Register your account by visiting www.deltadental.com and follow the instructions below:

1. Click Create an Account in the Member Login page.
2. Select "I am a member or adult dependent and have coverage with Delta Dental."
3. Enter the required information in the fields provided and click Register User.
4. You can use your Social Security number, plan assigned ID, or alternate ID for the Member ID field
5. Select a security question and provide the answer, then click Register User.

I forgot my username/password - Help!

If you forget your username or password, go to the Member page and click Forgot Username or Forgot Password. Follow the steps to reset your username or password or call CEBT at 1-800-332-1168.

How can I get an ID card?

You may contact CEBT at 1-800-332-1168 to get an ID card; however, you don't need one to visit your dentist. Your provider will be able to find your benefit information using our automated suite of tools.

How can I check on the status of my claim?

It's easy to check on the status of a claim. Simply log in to your account and click on the Claims tab. You can search claims by date and view information on a specific claim by clicking View Claim.

How can I find out if a procedure is covered?

You must check your specific benefit plan to see if a service is covered. Log in to your account for a detailed breakdown of coverage and benefits under your plan or call CEBT at 1-800-332-1168.

What is the frequency of certain services allowed on my plan?

To see frequencies specific to your plan, please log in to your account. Here, you will find detailed plan information.

Do I have orthodontic benefits with my plan?

To find out if your plan covers orthodontic treatments, please log in to your account. Here, you will find detailed plan information.

I don't understand my EOB.

Please call CEBT at 1-800-332-1168.

How do I get an Explanation of Benefits (EOB)?

Your EOB will be mailed to the address we have on file; however, you may view your EOBs anytime by logging in to your account using the Member login at www.deltadentalco.com.

Want to go green all the time? We offer a safe, secure, and paperless method for receiving your EOB. Signing up is easy. Simply log in to your account, click on View Profile, and then click the Communications tab. Follow the steps, and you will receive email notifications when your EOB is ready to view. Go green, go simple, go paperless.

Why wasn't my claim paid in full?

Most plans require co-insurance and deductibles for certain procedures, meaning that the patient is responsible for a portion of the charges for the treatment. If you notice a claim that was not paid in full, it is most likely because the procedure was not covered at 100% under your specific insurance plan, or your deductible had not been satisfied. If you think there may have been an error on your claim, call CEBT at 1-800-332-1168.