

Delta Dental Frequently Asked Questions

Q. How do I know if I have dental coverage?

A. You can view your employee benefits statement on the WSU Pipeline (<http://pipeline.wayne.edu>). Once you are logged on click the “**Employee**” tab, under “**Employee Self-Service**” click on “**Benefits and Deduction**”, click on “**Benefit Statement**”, then click on the “**Select**” button.

Q. What is my identification number?

A. Your contract number is also your social security number. Any dependents that are on your coverage will be listed under your social security number as well.

Q. Will I receive a separate ID card for the dental coverage?

A. Delta does not issue cards, however you can print one out from their website (www.consumertoolkit.com).

Q. How can I contact Delta Dental?

A. You can call the customer service line at **800-482-8915**.

Q. Can I see any dentist I want?

A. Delta will pay the maximum benefit level for services rendered by a “**Delta PPO**” participating dentist. If you choose to see a “**Delta Dental Premier**” or nonparticipating dentist some services will be covered at a lower level. Please see the summary of dental benefits at (<http://www.hr.wayne.edu/tcw/benefits/badental.php>). If you have a particular dentist in mind ask them if they participate with Delta Dental and if so which network they are in.

Q. How can I find a participating dentist?

A. You can search the Delta provider directory on their consumer website (www.consumertoolkit.com)

Q. How do I login to Delta’s Consumer Toolkit?

A. Login Instructions:

- In the “**Subscriber Member Number**” box type in your social security number with no spaces or dashes.
- In the “**Relationship**” box click on “**Subscriber**”.
- In the “**Date of Birth**” box type in your birth date using this format (mm/dd/yyyy), for example if your birthday is May 10, 1980 you would type in **05/10/1980**.
- Click on “**Log In**”.

Q. How can I search for a dentist?

A. Find a dentist instructions:

- On the left side of the page is a list of links, click on the “**Dentist Directory**” link.
- Click on the “**Delta Dental**” link.

- Under “Product Selection” click on “**Delta Dental PPO**” for the maximum benefit level or “**Delta Dental Premier**” for lower benefit levels.
- Type in your address, city and state or just type in your zip code.
- Click on the button next to the maximum number of miles you are willing to travel.
- Click on the “**Search for a Dentist**” button. The search results will be displayed and you can print out a hard copy if necessary.

Q. How do I use my dental benefits?

A. A. To access your Delta Dental benefit:

1. Locate a Provider. (www.consumertoolkit.com).
2. Schedule an appointment. At the time of the appointment, please mention that you are a Delta Dental member.
3. When you arrive, identify yourself as a Delta Dental member and give them your social security number. The Delta provider will take care of the rest!