

Easy Reference Card

DASI (DELTA DENTAL'S AUTOMATED SERVICE INQUIRY)

OUR DASI SYSTEM IS QUICK AND EASY TO USE

With DASI, you're able to access eligibility, benefits and claims information 24 hours a day, 7 days a week.

What do you need to use DASI?

Subscribers, customers, and other non-dental office callers need to provide the subscriber's member number (usually Social Security number), relationship of the patient to the subscriber, and the date of birth of the patient.

What information is available?

With DASI, you can receive the following for any Delta Dental of Kentucky member:

- Breakdown of benefits, complete or partial by category (endodontics, preventive, etc.)
- Eligibility
- Current effective date of coverage
- Time limitations and eligibility for specific benefits (exams, cleanings, fluoride, X-rays, and occlusal guard)
- ID cards by fax
- Fax copies of benefits and eligibility, explanation of benefits, and predeterminations
- Lists of participating dentists via voice, fax, or mail
- Mailing address information
- Claim and predetermination status
- Check status for paid claims
- Maximums and deductibles, including amount met to date and services that apply
- Benefits for clients with a future effective date
- Coordination of benefits allowances
- Information on waiting periods, and missing tooth exclusion, if applicable

To assist you in navigating the system most efficiently, the main menu is listed here. Listening to the entire menu is not necessary. Once you become familiar with the system and know what information you want, you can speak or press the digits on your touch tone keypad and go directly to the data.

At the greeting:

- SAY "SUBSCRIBER" or PRESS 2

DASI will then offer the following menu of choices:

- SAY "ELIGIBILITY"* or PRESS 1 for general eligibility, availability of benefits for services with time limitations (cleanings, exams, and more), FaxBack of benefits and eligibility, and fax ID card.
- SAY "BENEFITS"* or PRESS 2 for all benefits, one category of benefits, maximums, deductibles, and FaxBack.
- SAY "CLAIMS"* or PRESS 3 for claim and predetermination status, process dates, check date, check status, and fax copy of a processed claim or predetermination.
- SAY "FIND A DENTIST" or PRESS 4 for the names of participating dentists in your area.
- SAY "TOOLKIT SUPPORT"* or PRESS 5 to be transferred to a Consumer Toolkit support representative.
- SAY "DELTA DENTAL'S MAILING ADDRESS" or PRESS 6 to hear the mailing address for claims and inquiries.
- SAY "REPRESENTATIVE" or PRESS 0 to speak with a Customer Service representative.

**Member number and patient's date of birth required*

Stay informed about your dental benefits with Consumer Toolkit®

Stay current on your dental benefits with Delta Dental of Kentucky's easy-to-use Consumer Toolkit. This secure online tool is designed to give you 24/7 access to important information regarding your dental benefits, including:

- Eligibility information
- Current benefits information (such as how much of your yearly benefit has been used to date, how much is still available to use, and levels of coverage for specific dental services, etc.)
- Specific claims information, including what has been approved and when it was paid

The site also allows you to sign up for electronic delivery of Explanation of Benefits (EOB) statements, print claim forms and identification cards, and browse oral health information.

All users must first register to gain access to the Consumer Toolkit. Privacy of your online benefit information is assured through highly secure encryption technology.

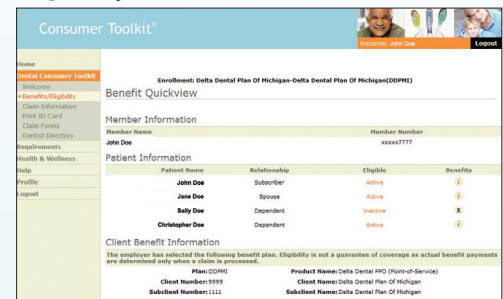
Get started today

To start taking advantage of this innovative tool, follow these simple steps:

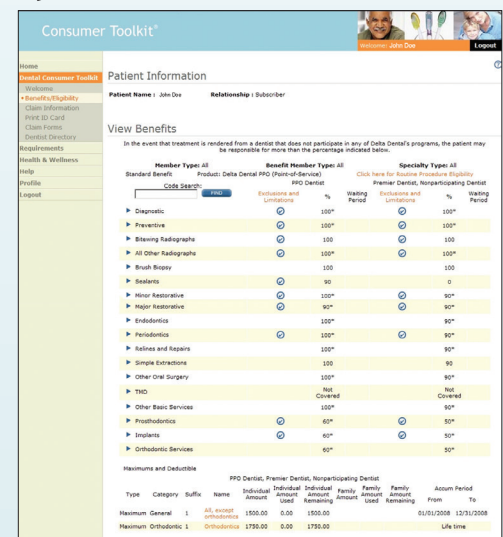
1. Visit www.deltadentalky.com.
2. Select "Consumer Toolkit" from the drop-down Toolkit menu on the homepage.
3. Register as a new Toolkit user by clicking the "New User" button.
 - NOTE: You will need the subscriber's (the person whose name is on the benefit package) member ID. The member ID is an assigned number unique to the subscriber. In most cases, the member ID is the same as the subscriber's Social Security number.
4. Complete required fields and follow the on-screen instructions.
5. Select your own username and password to access the site.

Additional help topics can be found by selecting "Help" or clicking the at any time within the Toolkit. If you need further assistance, please contact our Customer Service department at (800) 955-2030.

Eligibility



Up-to-date benefit information



Mobile App

Delta Dental's mobile app is available for mobile devices using iOS (Apple) or Android. To download and install the app on your device, visit the App Store (Apple) or Google Play (Android) and search for Delta Dental. The app provides the ability to search for a Delta Dental Premier® or Delta Dental PPOSM dentist in your area (DeltaCare® members must go to our website at www.deltadentalky.com to find participating providers), check your claims and coverage information on the go, and access a mobile ID card that you can show your dental office.