DELTA DENTAL®

Benefit Verification Number now required

Delta Dental of Virginia is introducing a Benefit Verification Number (BVN) to support secure and efficient access to patient benefit information.

Effective May 1, 2026, our customer service representatives will ask for a BVN before providing additional benefit details by phone.

Your office can easily obtain a BVN by:

1. Viewing a member's benefits in the secure dentist portal, or
2. Requesting a faxback of a member's benefits

The BVN helps protect patient information by confirming we are speaking with authorized office staff — especially as AI-driven and third-party calls continue to increase.

Thank you for partnering with us.

For questions about BVN, contact Benefit Services at 800.237.6060.

