



Point. Click. Smile.

#### DELTA DENTAL OF VIRGINIA MEMBER WEB GUIDE\*

It's right before your dentist appointment and you'd like to know how much you might pay, or you do not have a dentist yet and would like to find one near you. As a member of Delta Dental of Virginia with dental benefits through your employer, you can log in to **DeltaDentalVA.com/Members** to check benefits, view benefit coverage levels, view claims and more. Here's how to get started:

- Go to **DeltaDentalVA.com/Members**.
- Click "Create an account" to create a new account and follow the instructions to complete your registration.

Once you follow the steps to create an account, you will be returned to **DeltaDentalVA.com/Members** to log in.

- Click "Employee Log In."
- Enter your username and password and sign in. You can also log in by clicking "Sign in/register" at the top of the screen. Select "Member" from the dropdown and then click "Go." Enter your username and password and click "sign in."

If you forget your username, go to the Members page, click "Employee Log In" and then "Forgot Username?" If you have forgotten your password, enter your username, then click "Forgot Password?" to retrieve your information.



#### GET YOUR EXPLANATION OF BENEFITS (EOB) FASTER.

1. Log in at **DeltaDentalVA.com/Members**
2. Click your name from the top menu.
3. Click "Edit Account."
4. Enter your email and check the box to receive electronic communications.
5. Click "Save."

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## Member Web Guide (cont.)

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### LOG INTO DELTADENTALVA.COM TO ACCESS:

- **ID cards** — View or print your member ID card from your member dashboard.
- **Your Member Welcome Kit and Evidence of Coverage (EOC)** — Ask your human resources manager if your Member Welcome Kit is available online. If your Member Welcome Kit is available, you can log in to view or print it from your member dashboard.
- **Benefits** — Your member dashboard gives you quick access to benefits information in the buttons at the top of the page, including:
  - The dentist network(s) available under your plan.
  - Deductibles used and any remaining amounts.
  - Maximums used and remaining amounts.
  - Number of cleaning visits you have available.
- **Claims** — After you visit your dentist, you can view recent claims on your member dashboard. For detailed claims information, click the “Claims” tab. From the Claims tab, you can search claims by the date of service to view how much you may owe.
- **Cost Estimator** — Clicking the Cost Estimator tab can help prepare for dental expenses by providing an estimate for common procedures such as cleanings, fillings or crowns. Keep in

mind, it does not indicate whether a procedure is covered under your plan, what Delta Dental may pay, or if deductibles or maximums have been met. To get specific costs for a procedure, ask your dentist to submit a predetermination of benefits to Delta Dental of Virginia for any procedures that may cost more than \$250.

- **Find a Dentist** — Click “Find a Dentist” at the top of the screen to search for a Delta Dental participating dentist near you. You can also view recently-visited dentists on your member dashboard after you log in.
- **Forms** — Visit the Forms & Resources tab to download forms, such as a claim form, the registration form for *Healthy Smile, Healthy You*<sup>®</sup> or to complete a form to nominate a dentist to participate in our networks.
- **Live chat** — Chat online with a customer service representative by clicking the icon in the lower right portion of your screen.

*No login is needed to find a dentist\*\* near you or to access oral health resources located at [DeltaDentalVA.com/Members/Resources](https://www.DeltaDentalVA.com/Members/Resources). Information is available to help keep you and your family healthy and smiling.*

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FOR BENEFITS ON THE GO, SCAN THE QR CODE TO DOWNLOAD  
THE FREE DELTA DENTAL MOBILE APP.

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\*If you have a Delta Dental of Virginia Individual and Family™ plan, visit [DeltaDentalCoversMe.com](https://www.DeltaDentalCoversMe.com) to log into your plan account. \*\*When using the Find a Dentist tool before logging in, the search results will include out-of-network dentists, which could result in higher out-of-pocket costs. To get the most value out of your dental benefits, log in to find a dentist in your network.