

# WHEN YOU NEED DENTAL CARE, IT'S TIME TO ACT

## A Checklist for a First Appointment with Your Dentist

Make the most of your dental coverage through SCAN! Use this checklist to help you get the dental care you need—without any hidden costs or surprises. Are you seeing the same Delta Dental dentist? If you are already a patient, then the Treatment Plan section below will be most helpful for you.



Ready to use your dental benefits? Follow these steps to ACT:

### **A** Make an **APPOINTMENT** with your assigned Delta Dental dentist.

- ☐ Call the dentist office number listed on your Delta Dental ID card.  
*Helpful Tip:* Always see your assigned dentist! If you see a dentist other than the one you're assigned to, your dental benefits will not be covered.
- ☐ If you want to change your dentist for any reason, call Delta Dental.  
*Helpful Tip:* Delta Dental has a large network of quality dentists and can help you find another dentist near you. Call Delta Dental Customer Service at 1-855-830-6583 (TTY: 711).

### **C** Arrive at your **CONSULTATION**/examination appointment.

- ☐ The dentist should do a dental exam.
- ☐ You might have x-rays and/or a routine cleaning (may vary by office).
- ☐ You shouldn't receive any other services during your first appointment.

### **T** Ask the dentist for a written **TREATMENT PLAN**.

- ☐ Ask the dentist to include the "D codes" for the services in your treatment plan.  
*Helpful Tip:* Can't find a code in your dental Evidence of Coverage? That likely means the service isn't covered and you will have to pay the price indicated on your treatment plan.
- ☐ Have the dentist indicate the services that aren't covered, so you know exact costs.  
*Helpful Tip:* If the dentist is recommending several procedures, ask them to prioritize the services.
- ☐ Call Delta Dental Customer Service for help with your benefits or treatment plan.  
*Helpful tip:* If you don't agree with the treatment plan or the cost, don't get treatment and don't sign an agreement. Otherwise you may be responsible for the cost. Instead, have your treatment plan handy and call Delta Dental.



Find your dental Evidence of Coverage in your SCAN online member account or call Delta Dental at 1-855-830-6583 (TTY: 711). SCAN Member Services is always here to help—find the number on the back of your SCAN ID card.

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