

# Delta Dental's Network Advantage

Delta Dental has the largest network of dentists nationwide. If you choose to see a dentist that participates in Delta Dental's network, you will receive access to our network discounts which significantly lower your out-of-pocket costs.

If you visit an out-of-network dentist, the dentist will typically require you to pay directly and in full for the services rendered. You can then submit a claim form to Delta Dental of Massachusetts to request reimbursement according to your plan.

## How to File a Claim for an Out-of-Network Dentist

Your out-of-network provider may file a claim for you. Please consult with them first. To file your own claim, follow these steps.

1. Obtain a Dental Claim Form from Delta Dental of Massachusetts. This form can be found by logging into your member portal through our website at [deltadentalma.com](http://deltadentalma.com). Or you can request a claim form from our Customer Service department by calling 800-872-0500.
2. The out-of-network dentist must complete the lower portion of the claim form.
3. Complete the form and mail to Delta Dental of Massachusetts at:  
Attn: Claims  
Delta Dental of Massachusetts  
P.O. Box 2907  
Milwaukee, WI 53201-2907

Or fax your completed claim form to 617-886-1199. Please write "Attn: Claims" at the top.

After we review your completed form, we will respond with one of the following:

- A check for your claim to the extent of your benefits covered.
- A notice in writing of why we are not paying your claim.
- A notice in writing of what additional information or records we need to decide if we should pay your claim.



## Reminders

- You must give written notice of the claim within one year of the occurrence or commencement of any service.
- Claim payments will be made directly to you. It is your responsibility to pay your dentists. You are also responsible for paying the dentist the difference between the full charge and Delta Dental's payment.
- There will not be any payments made until the claim form has been submitted to Delta Dental.

**If you have any questions, please  
contact our Customer Service  
department at 800-872-0500.**