

Los Angeles Department of
Water and Power
2024 Delta Dental PPO

What we will cover today



[Why Delta Dental?](#)

[The Delta Dental Difference](#)

[We're here for you](#)

[Web/mobile resources](#)

[Learn about your plan](#)

[Oral health and wellness](#)

Why Delta Dental?



85 million enrollees choose us

Delta Dental keeps you protected

More
savings

More
dentists

More
satisfaction

A legacy of trusted care

That's why 85 million enrollees choose us



95%

of enrollees report that they are satisfied with Delta Dental

99%

of enrollees stay with Delta Dental



We're here
for you





Contact Customer Service

Get help by phone or online

Call us toll-free at 888-335-8227

Our automated phone system is available 24/7, or you can speak to a Customer Service representative Monday through Friday, 8am to 8pm PST (PPO)

Ask online: Go to deltadentalins.com > Contact Us. Then follow the prompts or fill out the Customer Service Form.



¿Habla español?

Nosotros también

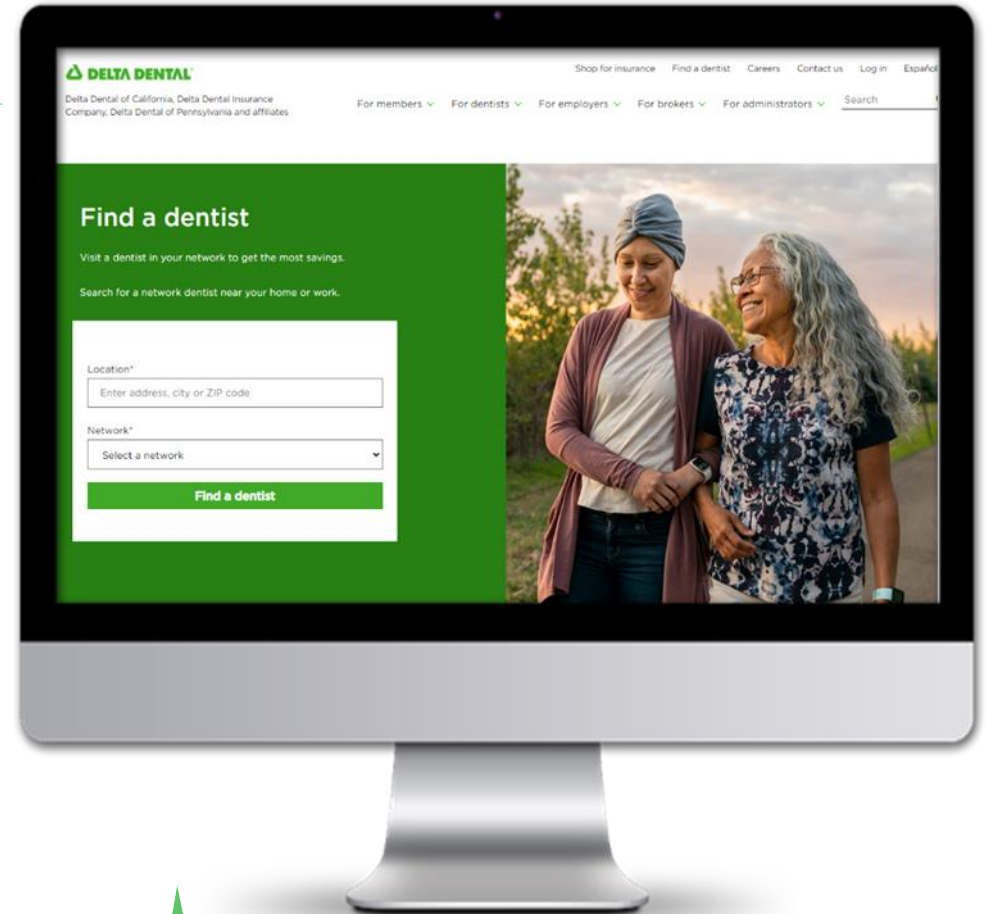
Los servicios que Delta Dental proporciona en español incluyen:

- Ayuda para inscribirse
- Información y vídeos sobre la salud dental
- Detalles de los beneficios
- Representantes de servicio al cliente
- Servicio de asistencia en su idioma
- Sitio web en es.deltadentalins.com



Find a network dentist

- Go to **deltadentalins.com**
- Click on the **Find a Dentist** tab.
- Search by name, address, landmark, city or ZIP code.
- Select your network plan.
- Click **Search**.
- **Narrow your search** by location, specialty, network and language.
- Your search results will include a dentist's Yelp rating, address and phone number.



Dentist directory ratings

Delta Dental's directory features DentaQual® and Yelp

When choosing a dentist, get the advice you need from sources you trust

- Delta Dental is the only dental carrier that offers two independent third-party platforms for online dentist reviews and quality ratings:
- **DentaQual®** offers you objective, easy-to-understand quality-of-care information.
- **Yelp** offers you feedback about dentists from patients just like you.

DentaQual® Scorecard
powered by P&R Dental Strategies

TROY LEONARD GIBBONS
General Dentist
126541381

Overall Score 4.0 out of 5 stars rating

DentaQual Assessment Categories

- Commitment to Best Practices** 5 stars
- Treatment Outcomes** 4 stars
- Treatment Recommendations** 5 stars
- Patient Retention** 4 stars
- Cost-effectiveness** 4 stars

More about DentaQual

- DentaQual calculates the quality score by using DentaQual, a fee-for-service claims database containing information provided from more than 65 dental plans.
- DentaQual covers over 3.8 billion dental procedures (and growing) plus 200,000 dentists representing every state in the U.S.
- The information is available to a limited number of users.
- P&R Dental Strategies does not endorse or recommend individual dentists.
- Quality scores are not intended to be a guarantee of any dentist's quality or a substitute for professional advice.
- Not all of the available and any DentaQual information is subject to the Terms of Use.

P&R DENTAL STRATEGIES
The Standard of Care

DELTA DENTAL Find a Dentist

Due to the current COVID-19 crisis, provider office hours and availability may be impacted. Please contact the dental office directly for current availability.

Search (Optional) Location

You found 4322 general dentists in the Delta Dental PPO, Delta Dental Premier, DeltaCare USA, DeltaCare USA Medicare, DeltaCare USA Convert, DeltaCare USA Individual networks within 60 miles of 900 Fallon Street, Oakland, CA.

Important note: These results show dentists who participate in the network(s) you searched. When calling a dental office for an appointment, please be sure to schedule it with a dentist on this list in order to receive coverage under your preferred network.

Nguyen Dang [View >](#)

General Dentist

4.0 out of 5 stars rating

2504 42nd St
Oakland, CA 94612

0.3 mi Get directions
2504 42nd St, Oakland, CA 94612
2504 42nd St
Oakland, CA 94609-2282
(510) 834-3000

Network About these networks
Delta Dental Premier
✓ Accepting New Patients

General Dentist

Networks [About these networks](#)
Delta Dental PPO, Delta Dental Premier
✓ Accepting New Patients

Dentist Info

Dentist speaks
Vietnamese

Education

Gender
Female

Licensing
Provider NPI:
License:



 **DELTA DENTAL®**

Learn about
your plan

 **DELTA DENTAL**[®]

Delta Dental PPO[™]



We've got you covered

Delta Dental PPO



- Visit a PPO dentist to save the most.
- You can visit any licensed dentist.
- You won't be charged more than your expected share of the bill.

We've got you covered

Delta Dental PPO



- You don't need an ID card to check in.
- We'll coordinate dual coverage.
- Create an online account to check your benefits and claims online.

PPO Plan

| | PPO Dentists | Non-PPO Dentists |
|--|--|--|
| Deductible | \$10 Individual/\$30 Family (waived for D&P services) | \$25 Individual/\$75 Family (waived for D&P services) |
| Annual Maximum | \$2,000 | \$2,000 |
| Diagnostic & Preventive Services | 100% | 100% |
| Basic Services | 80% | 80% |
| Major Services | 60% | 60% |
| Orthodontics (covered for dependent children) | 50% | 50% |
| Orthodontic Lifetime Maximum | \$1,200 | \$1,200 |

Pre-treatment estimate

It's easy to plan for dental expenses

1

Ask your dentist for an estimate



2

Dentist sends details to Delta Dental



3

You and your dentist receive a cost estimate



Emergency coverage

- Visit any licensed dentist worldwide and receive benefits.
- Submit a claim for reimbursement.



Transitioning your care

How to continue dental care under your PPO plan



How is payment determined?

- Root canals
- Crowns
- Orthodontics

How do I continue my orthodontic coverage?

- Will my lifetime orthodontic maximum reset?



The Delta Dental
Difference®

Delta Dental PPO

The Delta Dental Difference[®]



Delta Dental PPO



Delta Dental Premier[®]



Non-Delta Dental

Network advantage

The Delta Dental Difference®

Two levels of savings:

PPO network

39%

average discount

Premier network

20%

average discount

- 160,000 network dentists
- 352,000 locations
- 8 in 10 U.S dentists are in the Delta Dental PPO or Premier network



Member perks



Member perks

Extra features, exceptional outcomes



Virtual dentistry

Remote consultations with a dentist

BrushSmart™

Savings on home oral health care products

Hearing aids and LASIK

Discounts through Amplifon and QualSight

LifePerks

Discounts on products, services, memberships and more

Wellness resources

Online articles, recipes, videos and more



Members can learn more at
www1.deltadentalins.com/memberperks



 **DELTA DENTAL®**

Web and mobile
resources

Check out the website

deltadentalins.com

- Search for a network dentist in your area.
- Get answers to common questions about your dental plan.
- Sign up for your online account
- Read articles, browse recipes and watch videos about oral health and wellness.
- Subscribe to *Grin!*, our quarterly wellness e-magazine.



Sign up for an online account

Check your benefits information online



- Check your plan details: eligibility, covered services and level of benefits.
- Look up claim statements for recent dental visits.
- View or print your ID card.
- Estimate the cost of your next procedure.
- Submit questions to Customer Service.

Print an ID card at home

It's easy to print your own ID card

1



Go to
deltadentalins.com and
log in to Online Services

2



Select Get ID card

3



Click on Print ID card

Go paperless

View your documents online: claims, pre-treatment estimates and plan details

Convenience.

Get an email alert every time a new document is available.

Efficiency.

No need to wait for snail mail.

Save paper.

Reduce your ecological footprint.

Log in to your account at deltadentalins.com.

Go mobile

Download the app to have all the information you need at your fingertips



What can you do with the app?

Find a dentist

Electronic ID card

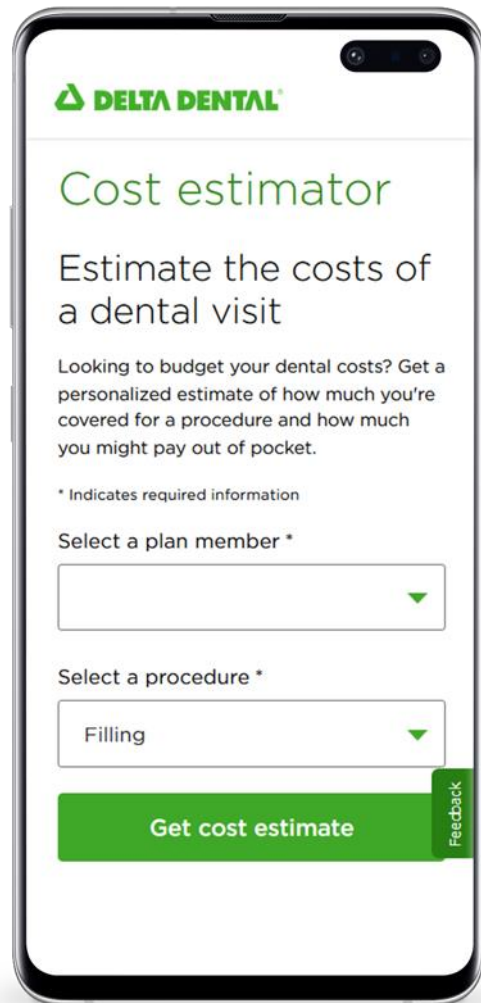
Coverage details

Cost estimator

To find the app, visit the App Store or Google Play and search for “Delta Dental.” Then download the **Delta Dental** app by Delta Dental Plans Association.

Cost Estimator

Budget for dental expenses with personalized estimates



The image shows a smartphone screen with the Delta Dental Cost Estimator app. The app interface includes the Delta Dental logo at the top, followed by the title 'Cost estimator'. Below the title is a sub-header 'Estimate the costs of a dental visit' and a descriptive paragraph: 'Looking to budget your dental costs? Get a personalized estimate of how much you're covered for a procedure and how much you might pay out of pocket.' There is a note '* Indicates required information'. The form has two dropdown menus: 'Select a plan member *' and 'Select a procedure *'. The 'Select a procedure *' dropdown is currently set to 'Filling'. At the bottom of the form is a green button labeled 'Get cost estimate' and a small 'Feedback' link.

Personalized. Estimates are based on your benefits, including maximums and deductibles.

Insightful. Compare the cost of the same procedure at different dentists.

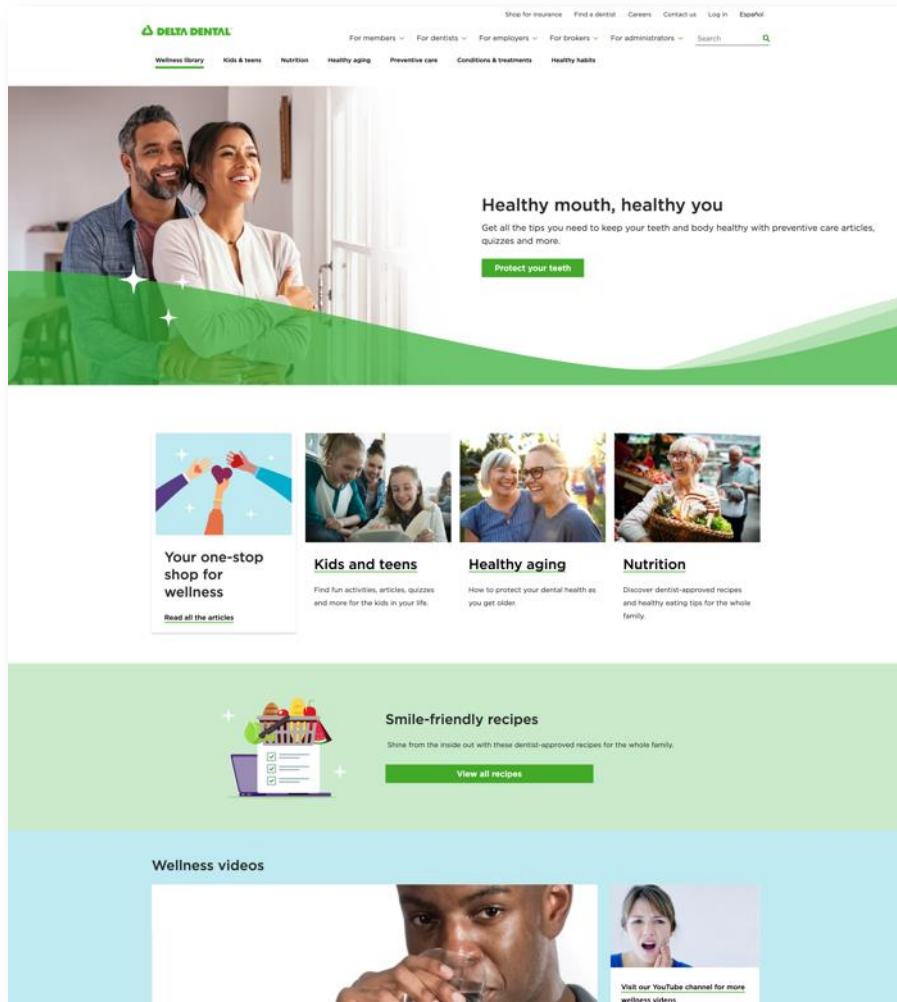
Economical. See how choosing an in-network dentist can help you save.

Oral health and wellness



Oral health and wellness

Increase your dental knowledge



- 100+ articles on everything from acid reflux to x-rays
- Tooth-friendly recipes and nutrition tips
- Quizzes to assess your dental risks
- Short videos
- Healthy aging
- Education for kids and teens



 x.com/deltadentalins

 facebook.com/deltadentalins

 youtube.com/deltadentalins

 linkedin.com/company/delta-dental

 instagram.com/deltadentalins



Thank you!

We're pleased to take your questions.