



Welcome to DeltaCare® USA

What you need to know about transition of care

Your dental coverage is changing to DeltaCare USA on January 1, 2026. This is your effective date of coverage. In general, procedures started before this date are the responsibility of your previous carrier, while procedures started on or after this date are handled by DeltaCare USA.

Are my benefits the same?

No, your coverage is changing.

How do I find an in-network dentist?

Visit deltadentalins.com/deltacare to search for a DeltaCare USA network general dentist with the **Find a dentist** tool. As a DeltaCare USA plan member, you must visit a general dentist selected from this network to receive plan benefits. If a specialist is required, your general dentist will refer you and coordinate your care.

Where's my ID card?

You don't need one. Just tell the dental office you're covered under DeltaCare USA, and provide your name, birthdate and enrollee ID or Social Security number.

If you prefer to carry a dental plan ID card, just log in to your online account at deltadentalins.com/deltacare to print one out. Or pull up your digital ID card on your smartphone.



What if I'm in the middle of dental work?

For some dental procedures, multiple appointments may be necessary to complete the procedure. If you were eligible to receive benefits in your previous plan and you began work on one of these procedures but the procedure was not completed before your DeltaCare USA plan became effective, this is considered "work in progress." Here are some examples how payment is determined:

- **Root canals:** If you started treatment before your effective date, your previous plan is responsible for any remaining treatment needed to complete the procedure and for all costs incurred.
- **Crowns:** If the crown is placed after your effective date, it is covered by Delta Dental.
- **Orthodontics:** If you started orthodontic treatment under a different dental plan sponsored by an employer or organization, your DeltaCare USA plan will allow you to continue treatment started under a previous dental plan only if you are in active treatment (tooth movement has begun).

How does orthodontic treatment in progress work?

Through a provision called orthodontic treatment in progress, your DeltaCare USA plan allows you to continue orthodontic treatment you started under your previous dental plan. You have the convenience of visiting the same orthodontist and enjoying the same coverage and copayments as your previous plan. You pay the same amount that you would have paid under your previous coverage, as long as you remain eligible for coverage under your DeltaCare USA plan.

How do I qualify for orthodontic treatment in progress?

If you started orthodontic treatment under your previous dental plan, and if tooth movement has begun, you are eligible for continuous coverage under your DeltaCare USA plan and may continue to visit the same orthodontist.

If tooth movement has not begun, you are not eligible for continuous orthodontic coverage. In that case, orthodontic treatment must be provided by a DeltaCare USA network dentist in accordance with the copayments, limitations and exclusions defined in your DeltaCare USA plan.¹

How do I sign up for orthodontic treatment in progress?

Download the DeltaCare USA Continuous Orthodontic Coverage form from deltadentalins.com/deltacare and give it to your treating orthodontist. Your orthodontist will complete the form and mail it to the DeltaCare claims department along with the required supporting documents. Your orthodontist can also access the form directly from the Provider Tools Reference Library on our website.

What if I am about to begin orthodontic treatment?

To begin orthodontic treatment, you must select a DeltaCare USA network orthodontist to receive your DeltaCare USA orthodontic benefits. Your copayments, limitations and exclusions are determined by your DeltaCare USA plan.¹

¹ Upon enrollment in a DeltaCare USA plan, you will receive an Evidence/Certificate of Coverage (EOC/COC) booklet. Please review your EOC/COC for details about your plan. Retain this flyer and keep it with your EOC/COC.

DeltaCare USA is underwritten in these states by these entities: AL — Alpha Dental of Alabama, Inc.; AZ — Alpha Dental of Arizona, Inc.; CA — Delta Dental of California; AR, CO, IA, MA, ME, MI, MN, NC, ND, NE, NH, OK, OR, RI, SC, SD, VA, VT, WA, WI, WY — Dentegraph Insurance Company; AK, CT, DC, DE, FL, GA, KS, LA, MS, MT, TN, WV — Delta Dental Insurance Company; HI, ID, IL, IN, KY, MD, MO, NJ, OH, TX — Alpha Dental Programs, Inc.; NV — Alpha Dental of Nevada, Inc.; UT — Alpha Dental of Utah, Inc.; NM — Alpha Dental of New Mexico, Inc.; NY — Delta Dental of New York, Inc.; PA — Delta Dental of Pennsylvania. Delta Dental Insurance Company acts as the DeltaCare USA administrator in all these states. These companies are financially responsible for their own products.

West Virginia: Learn about our commitment to providing access to a quality dentist network at deltadentalins.com/about/legal/index-enrollee.html.