



Delta Dental's Mission:

To advance dental health and access through exceptional dental benefits service, technology and professional support.



Contact Center

Customer Service: 800-838-4337

Fax: 916-852-8995

Contact Center Hours:

Monday-Friday 7:00 a.m. to 5:00 p.m.

Interactive Phone System (IPS) Hours:

Monday-Friday 5:00 a.m. to 7:00 p.m.

Saturday 8:00 a.m. to 12:00 p.m.

Web Site

www.deltadentalins.com/gov

Mailing Address

Delta Dental of California

State Government Programs

P.O. Box 537010

Sacramento, California 95853-7010

Dental Benefits Are One Reason Behind Today's Better Oral Health

Dental benefits coverage, together with community water fluoridation and school programs that offer dental sealants or promote oral hygiene, are thought to be among the reasons behind the increasing number of people in the United States who have never had a cavity in their permanent teeth. Results of a five-year study conducted by Delta Dental, as well as former U.S. Surgeon General Dr. David Satcher's landmark report, "Oral Health in America," support these findings.

The National Center for Health Statistics reports that today's American 65 and older retain an average of 24 original teeth, compared to only seven teeth in 1960. And, in August 2005, the Centers for Disease Control and Prevention reported a decrease of nearly 20 percent (from a previous survey) in the number of adults 60 and older who had lost all their teeth.

The dramatic improvement in the oral health of Americans coincides with increases in the number of people covered by employer-sponsored dental benefit plans. In 1970, only six percent of all Americans had private dental coverage. Today, approximately half of the U.S. population is covered by employer-sponsored dental insurance, according to the National Association of Dental Plans.

Becoming a Delta Dental SGP Network Provider

We invite you and your staff to join Delta Dental in serving this vulnerable population of our state.

If you would like to request a Provider Enrollment Package, or if you have any questions, please contact us toll-free at 800-838-4337, or you may visit our web site at www.deltadentalins.com/gov.

Delta Dental strongly supports all state and county programs because we know from our years of experience that people with some form of dental coverage are far more likely to seek care.

We look forward to your participation and thank you for your support.



Come grow with us

We keep you smiling®



Delta Dental of California
State Government Programs

We invite you to participate



Your support in helping us build a strong provider network to offer to the children in California is greatly appreciated. We look forward to working with you and your office staff in these community-spirited programs.

“Expanding access to dental care is at the core of what we do.”

—Delta Dental President and CEO, Gary D. Radine

Please Join Us

For more than 50 years, Delta Dental of California (Delta Dental) has worked with dentists to deliver quality, affordable dental care to millions of California’s children. We continue to support this effort as a participating dental plan in California’s Healthy Families Programs and Healthy Kids.

The Healthy Families Program (HFP) was specifically designed to address the problem of children who lack benefits because their families earn too much to qualify for Medi-Cal coverage and do not have access to private insurance. According to a recent report by UCLA’s Center for Health Policy Research, there are approximately 600,000 California children in working families that fall into this category.

The HFP is jointly funded by the state and federal governments, through the federal State Child Health Insurance Program (SCHIP). Members pay a portion of the program costs through premiums and copayments. The program is administered by the Managed Risk Medical Insurance Board.

Delta Dental State Government Programs (DDSGP) also administers many county programs modeled after the Healthy Families Program. Some of our current counties are Colusa, El Dorado, Fresno, Kern, Kings, Merced, Napa, Placer, Sacramento, San Diego, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, Tulare, Yolo, and Yuba. Initiatives are currently underway in other counties to develop additional regional and county Healthy Kids programs.

In addition to our Healthy Families Program and Healthy Kids programs, we also administer comprehensive dental benefits for senior Medicare recipients and special-needs patients residing in San Mateo, Napa, Solano and Yolo counties.

Advantages of participation in State Government Programs, include:

- Payment on a fee-for-service basis
- An opportunity to enhance your patient base, not only with DDSGP members but also their families who may have private insurance or become private patients
- Allows you to continue to treat your current patients, should they become DDSGP members
- Cultural and linguistic services in over 150 languages available at no charge to help offices communicate with members who may have limited proficiency in English
- Direct deposit of your State Government Programs payments directly into your checking or savings account
- Comprehensive training seminars and in-office visits conducted by a Provider Relations representative

Please note: Only treatment provided by a Delta Dental State Government Programs participating network dentist is covered by DDSGP. If you have not yet signed a participating agreement with DDSGP, we cannot provide reimbursement for treatment provided to DDSGP members.

Scope of Benefits

- Diagnostic and preventive
- Restorative
- Crowns
- Endodontic
- Periodontal
- Fixed and removable prosthetics
- Oral surgery
- Consultation

Eligibility and Benefits Information Made Easy

Contracting dentists’ offices should verify a patient’s eligibility prior to providing services. By verifying eligibility, the dentist can be assured of receiving payment on the claim.

We offer convenient ways to check eligibility and benefits information in English or Spanish:

- Web site: www.deltadentalins.com/gov
- Automated telephone services that provide spoken eligibility and benefits information and unlimited faxed eligibility and benefits summaries by calling us toll-free at 800-838-4337

Access Standards

Emergency appointments:

- 24 hours a day, 7 days a week

In-office waiting time for scheduled appointments:

- Within 30 minutes

Initial and routine appointments:

- First available, not to exceed 4 weeks

Hygiene care appointments:

- First available, not to exceed 6 weeks

Web Site

Materials are available to print immediately from our web site:

- Provider manual
- Direct deposit form
- Seminar flyer
- Periodontal evaluation form

Providers can also check for the latest:

- Provider directory listings to help locate a specialist or find a dentist in a specific location
- Claims processing tips
- Eligibility for your DDSGP patients

Interactive Phone System Tips

- Always use your Tax Identification Number (TIN), including any leading zeros; not your provider ID.
- If there is an alpha character in the member ID number, say the entire ID into the system including the alpha characters. Please do not use the key pad for alpha characters – they must be spoken into the system.
- Include any leading zeros in all ID numbers. For example, if the ID number is 0001234, enter or say 0001234.
- Date of birth:
 - When entering a date of birth on the key pad, use a two-digit month, two-digit day, and four-digit year. For example, March 1, 1998 would be entered 03011998.
 - When saying the date of birth, say the month, day and four-digit year. For example, March 1, 1998, would be spoken “March first, nineteen ninety-eight.”
- A two page summary of eligibility and benefits is available using our fax back service.
- Benefit details at a procedure code level are available following the eligibility and benefits path.
- Frequent users familiar with the options, don’t have to listen to all the choices — just say your option.

Provider Training Support

Seminars

To simplify participation in our State Government Programs, Delta Dental conducts informative seminars throughout the state. Seminar attendees receive the most current information on all aspects of the programs administered by Delta Dental State Government Programs (DDSGP). These basic seminars address the general purpose of the program, goals, policies and procedures, provide instructions for the correct use of standard billing forms, and support services available to DDSGP providers. There are no prerequisites for attendance. Also, they are free of charge, offered at convenient times and locations and conducted by an experienced, qualified instructor.

Personal on-site visits

Dentists needing assistance with DDSGP claims processing may request that a Provider Relations representative visit their office. This personal attention is offered to help you and your office staff better understand DDSGP policies and procedures so you can more easily meet program requirements.

Member Outreach

Delta Dental promotes dental education by participating in community health fairs and other events with “Teeth on the Go,” a fun, interactive program that provides dental health education to school-age children.

In addition, we offer educational brochures such as “Sealants can help stop cavities,” “Taking care of your child’s teeth,” “Game plan for healthy teeth,” “How to brush and floss,” “Tobacco use and your oral health” and “What expectant mothers need to know about oral health” free of charge to DDSGP members. Ask your Provider Relations representative about how to get a supply of these brochures for your office by calling 800-838-4337.