

DELTA DENTAL[®]
Washington Dental Service

Washington Dental Service is a member of the Delta Dental Plans Association

DeltaCare[®]
from Washington Dental Service

A managed dental care program



The name you know,
the coverage you expect,
and a price you can count on.

Introducing DeltaCare

Expect the Best — with Coverage from the Dental Benefits Pioneer

Washington Dental Service, a not-for-profit company headquartered in Seattle, pioneered the concept of employer-sponsored dental benefits back in 1954. Today — more than 55 years later — no other company matches our commitment to customer service, rigorous cost control and oral health for all.

- Centralized Washington-based customer service, with representatives experienced in managed care dental plans and ready to serve as your advocates as you navigate your dental benefits coverage.
- Expert review of claims by dental consultants identifies best treatment practices and confirms appropriate charges — designed to maximize your dental benefits.
- Washington Dental Service invests in pilot programs to improve oral and overall health. These include studies focused on children and seniors, diabetes management and others.

Financially strong, fiscally conservative and forward-thinking in our coverage of the preventive care that keeps our subscribers well: Washington Dental Service leads the market in providing dental benefits for companies of any size.

▶▶ Dental is all we do,
and we do it better.



DeltaCare Plan

It's Time for a Dental Plan with More – DeltaCare from Washington Dental Service

DeltaCare® is Washington Dental Service's high-value dental plan. Among dental managed care plans in the state, DeltaCare offers the highest levels of access and affordability – and is backed by the company with more than 55 years of experience providing employers hassle-free benefits.

The Quality of a Washington Dental Service Plan

You can be confident that your employees are covered when they choose DeltaCare from Washington Dental Service. It's an easy-to-use plan with predictable pricing for the preventive coverage that keeps your employees healthy and productive.

Plus, it's a plan that offers the features they want: a choice of DeltaCare dentists from the state's largest network, the option to change their dentist for any reason, and a quality network with dentists who are credentialed to the highest care and cost control standards in the state.

Employees will stay satisfied with their dental benefits because they can see a dentist when they need to, with 24-hour emergency appointments guaranteed and most routine appointments scheduled within a week.*

And it's the care they deserve, including two cleanings per year**, preventive care like fluoride varnish and sealants, even coverage for orthodontics and implants, as well as discounts on some cosmetic services.

Value You Can Count On

DeltaCare offers employers predictable, affordable pricing. It offers employees little to no out-of-pocket expenses for most preventive services, like exams, X-rays and cleanings. Plus no annual deductibles or annual maximums for most preventive service. Other services have predictable expenses – with published copays and treatment costs.

* During a recent audit, most DeltaCare member dentists were able to schedule patients for appointments within a week; however, this can and will vary based on the dental office's appointment availability.

** DeltaCare member dentists have your best care in mind – and if you need more cleanings or additional therapy for conditions like gum disease, they're covered.

DeltaCare and Evidence-based Dentistry – An Emphasis on Preventive Care

Dental coverage is our only business, so no other company matches Washington Dental Service's commitment to improving oral health and our direct involvement in dental science.

As part of this ongoing commitment, Washington Dental Service has introduced some innovative new dental benefits based on scientific research and more than 15 years of dental claims data. These “evidence-based” benefit modifications were designed to improve oral health – and overall health – while reducing long-term costs for everyone. We have teamed up with employers to incorporate these changes into our innovative dental benefits plans.

WDS's evidence-based benefit package was the first in the state to offer several new preventive treatments to stop periodontal disease and tooth decay, which may lead to such serious conditions as heart disease, complications of diabetes and pre-term labor complications.

The new benefits are just the latest advance in Washington Dental Service's pioneering efforts to use clinical data and science to design benefit plans that prevent disease, rather than treating it after the fact – when the costs and health risks are much higher.

▶▶ Employees will stay satisfied with their dental benefits because they can see a dentist when they need to.



Consider the Washington Dental Service Advantage

Access

Among Washington state's managed care dental programs, DeltaCare offers the greatest amount of employee choice in one easy-to-use plan.

- From Vancouver to Bellingham and from Seattle to Spokane, employees can choose from the largest managed care dentist network in the state, including multiple choices in the same geographic area.¹
- An employee-selected primary care dentist provides preventive and basic dental services, plus referrals to specialists when needed. Employees may change this dentist at any time with a phone call.
- The most common and requested services are covered, including annual exams, cleanings, sealants, fillings, crowns and many more services.
- No claim forms or paperwork.
- WDS Web site features online tools for employees, including a dentist search and customized ID cards they can print from their desktops.

Affordability

Saving money is important for companies and their employees. By covering preventive, basic and major services at no cost or low predetermined prices, DeltaCare offers peace of mind — employers have predictable benefit expenses each month. Employees and their family members can afford the quality care they need most.

- No annual deductible or annual plan maximum.
- Low to no out-of-pocket expenses for preventive care result in better long-term oral — and overall — health.
- Covered procedures have predetermined copayments, so out-of-pocket expenses are predictable.
- Enrollees have access to set prices on implants and orthodontia, at prices much lower than market, and can even see special network providers for certain cosmetic procedures at steeply discounted prices.

¹ Based on Washington Dental Service service measurements.

▶▶ DeltaCare offers the greatest amount of employee choice in one easy-to-use plan.

Excellence

Financially strong, fiscally conservative and forward-thinking in our coverage of the preventive care that keeps our subscribers well, Washington Dental Service is an industry leader in providing dental benefits for companies of any size.

- Continual expert review of claims by dental consultants identifies best practices and confirms appropriate charges — all designed to maximize employer savings each year.
- Washington-based, centralized and expert customer service representatives answer calls in 20 seconds¹ or less and are ready to serve as advocates in navigating your employees' dental benefits.
- DeltaCare dentists are credentialed to the highest standards in care and cost control. All DeltaCare dentists participate in the Delta Dental Premier[®] network, and many are also on the Delta Dental PPO network.
- Washington Dental Service invests in pilot programs to improve oral and overall health. These include studies focused on children and seniors, and on certain chronic health conditions, such as diabetes, with a link to oral health issues.

¹ Based on Washington Dental Service service measurements.



DeltaCare Plan

DeltaCare members enjoy a rich package of benefits

Summary of Preventive Coverage

These services are covered at 100%

- Cleanings and exams once every six months
- Comprehensive oral evaluation for new patients
- Complete x-rays every 36 months
- Two (or more if needed) cleanings every year for adults and children
- Topical application of fluoride for children
- Topical fluoride varnish for high-risk patients
- Sealants once every three years through the age of 14
- Periodontal evaluation (for diagnosis of gum disease)

Other Covered Services

- Minor restorative, including composite or amalgam fillings, inlays, onlays, crowns
- Endodontics, such as root canals
- Periodontics for treatment of gum disease
- Prosthodontics, including dentures
- Discounted orthodontics from select specialists
- Oral surgery, such as extractions

Other Services

- Discounted fees for implants from select providers
- Cosmetic procedures, such as tooth whitening and veneers, at select providers

The above is just a summary. For detailed information on benefits and copayments, please contact Washington Dental Service for plan information.

The Washington Dental Service Difference, at a Glance

Networks	State's largest managed care network with rigorous credentialing and quality assurance standards.
Benefits	High-quality coverage for the procedures most needed. Plus coverage for orthodontia and implants and even steep discounts on certain cosmetic procedures.
Ease-of-Use	<ul style="list-style-type: none"> ■ DeltaDentalWA.com provides easy access to the dental benefits information employees need most. ■ The MySmile® personal benefits center is customized to employees' individual needs. ■ Employees have no forms to file.
Customer Service	Dedicated client account managers and DeltaCare client services representatives are located here in Washington, answer the phone in an average of 20 seconds or less and are committed to providing exceptional customer service.
Stability	WDS has been serving the dental benefit needs of Washington companies for more than 55 years and is continually rated* as the preferred carrier by dental office staff. We have more than 25 years of experience administering managed care dental plans.
Commitment to Oral Health	Investments by Washington Dental Service enable the WDS Foundation's access, advocacy, education and pilot study programs to benefit thousands of Washington's most vulnerable populations.

* Front Office Staff Satisfaction Survey, conducted by third party research vendor.

DeltaCare Network

More Dentists in More Locations Across Washington

DeltaCare members select a primary care dentist from one of 100+ locations — most with multiple dentists. Primary care dentists provide most oral health treatments. They can also coordinate referrals to one of the more than 140 DeltaCare specialists if needed. All DeltaCare member dentists are credentialed to the highest standards in the state and have the flexibility to treat every patient as an individual by creating a customized oral health plan for each.*

*Washington Dental Service follows the Delta Dental Plans Association requirements for credentialing.



►► The DeltaCare network of dentists has a three-year growth rate of 23 percent¹. We continue to recruit quality dentists to our plan, targeting areas where our members live and work.

From Vancouver to Bellingham and from Seattle to Spokane, members can choose from the **largest managed care dentist network in the state**, including multiple dentists in the same geographic area.²

Employees can easily find a dentist near them by simply signing into **www.DeltaDentalWA.com**, selecting the Patients tab, and then clicking on “Find a Dentist.”

1 Based on Washington Dental Service service measurements.

2 Based on Washington Dental Service statistics and industry sources.

DeltaCare Frequently Asked Questions

About Managed Care Plans

What is DeltaCare?

DeltaCare is a high-quality managed care dental benefits plan. It offers your employees and their family members comprehensive dental coverage at an affordable price. DeltaCare is administered by Washington Dental Service, the state's leading dental benefits company.

About Dentist Networks

Can employees choose their own DeltaCare dentists?

With the DeltaCare plan offered by Washington Dental Service, employees can choose from a comprehensive network of DeltaCare dentists — the largest managed care dentist network in the state. When they sign up for DeltaCare, they complete an enrollment form indicating a primary dentist choice. Employees make their own appointments with their DeltaCare primary care dentists, who will provide preventive and basic dental services, plus referrals to specialists when needed.

Are there specialists in the DeltaCare network?

Washington Dental Service's DeltaCare network includes more than 140 specialists. DeltaCare primary dentists will coordinate referrals for all specialty care.

What if my employees have an emergency?

DeltaCare member dentists will see them within 24 hours for a dental emergency or, if unavailable, will have a backup dentist who can see them within that time frame.

How can I assure my employees that the closest DeltaCare dentist is qualified to take care of them?

Like all Washington Dental Service participating providers, DeltaCare dentists, who are also in our Delta Dental PPO and Delta Dental Premier® networks, must meet rigorous credentialing and practice management standards. In addition, the DeltaCare provider network is subject to the state of Washington's quality assurance standards. Washington Dental Service dental consultants conduct on-site audits of DeltaCare offices to ensure that they meet clinical quality of care standards.

Is Washington Dental Service recruiting more dentists for DeltaCare?

The DeltaCare plan has the largest network of managed care dentists across the state. We continue to recruit new dentists to the DeltaCare network, targeting areas where our subscribers live and work.

Once employees have selected a DeltaCare office, can they change dentists?

Yes. They may change dentists by contacting the DeltaCare client services team at (800) 650-1583 to request a change. The request must be received by the 20th of the month to be eligible by the first day of the following month.

About Coverage

How do employees know what is covered under DeltaCare and what must be paid out of pocket?

DeltaCare members know the cost of their care up front with a published schedule of benefits and copayments, which is printed in the DeltaCare dental benefits booklet. So any out-of-pocket expenses they may incur are predictable.

What services does DeltaCare cover?

DeltaCare offers coverage for all of the most common oral health issues, as well as orthodontic services. Basic services include exams, cleanings, fillings, topical application of fluoride — even periodontic services and endodontics, i.e., root canal treatment. Most preventive services are covered at 100 percent, and there are no annual deductibles or benefit maximums.

What other services are covered under this plan?

The DeltaCare plan offered by Washington Dental Service now covers dental implants, as well as prosthodontic services (dentures, bridges, partial bridges and related items).

Are any cosmetic procedures covered?

As a special enhancement to the DeltaCare plan, enrollees have access to certain cosmetic or optional procedures, i.e., tooth bleaching and veneers, at steeply discounted prices. These discounts are offered at selected DeltaCare offices only.

▶▶ Washington Dental Service's DeltaCare network includes more than 140 specialists.



DeltaCare Frequently Asked Questions

About Quality and Ease of Use

Why is evidence-based dentistry important?

It leads to better, more cost-effective oral health care. Washington Dental Service has analyzed more than 15 years of claims data to find best practices in dental care, determine the most effective treatment for common issues, and identify innovative services that improve the oral health of our members. We apply our findings from this, and the latest clinical research, to offer employees the optimum in dental coverage.

Do employees have to deal with claim forms?

No. DeltaCare dentists and Washington Dental Service will handle all the paperwork.

How long does it take to get an appointment?

With DeltaCare, most routine, non-emergency appointments are scheduled within one week.

- ▶▶ WDS has analyzed more than 15 years of claims data to find best practices in dental care.



Our Mission:

Washington Dental Service will revolutionize the oral health industry and improve overall health.

To learn more about DeltaCare from Washington Dental Service, contact your sales professional at:

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