



*For benefits on the go, download  
the Delta Dental mobile app.*



Delta Dental of Virginia  
4818 Starkey Road  
Roanoke, VA 24018

800.237.6060  
DeltaDentalVA.com  
DeltaDentalVABlog.com



Point. Click. Smile.

Member Web Guide



# Online access will make you smile.

It's right before your dentist appointment and you'd like to know how much you might pay. With Delta Dental of Virginia, simply log in to DeltaDentalVA.com to check benefits, coverage levels, claims and more.

## Getting Started

- Go to DeltaDentalVA.com and click "Members."
- Click "Create an account."
- Follow the instructions to complete your registration.

## Logging On

- Go to the Members page at DeltaDentalVA.com.
- Click the "Log in" button.
- Enter your username and password, then click "sign in."
- You can also log in by clicking "Sign in/register" at the top of the screen. Select "Member" from the dropdown and then click "Go." Enter your username and password and click "sign in."
- Once logged in, your member dashboard gives you quick access to your benefits, ID card, Member Welcome Kit, recent dentists and claims activity.

If you forget your username or password, go to the Members page, click "Log in" and then click "forgot username or password" to retrieve your information.

## Log into DeltaDentalVA.com for:

### ID Cards

View and print your ID card from your member dashboard.

### Member Welcome Kit and Evidence of Coverage (EOC)

Ask your human resources manager if your Member Welcome Kit is available online. If your Member Welcome Kit is available, you can log in to view and print it from your member dashboard.

### Benefits

Your member dashboard gives you quick access to your benefits information, including:

- The network(s) available under your plan
- Deductibles used and remaining amounts
- Maximums used and remaining amounts
- Number of cleaning visits available

### Claims

After you visit your dentist, you can view recent claims on your member dashboard. For detailed claims information, click the "Claims" tab. From the Claims tab, you can search claims by the date of service to view how much you may owe.

### Cost Estimator

The Cost Estimator can help prepare for dental expenses by providing an estimate for common procedures such as cleanings, fillings

or crowns. However, keep in mind, it does not indicate whether a procedure is covered under your plan, what Delta Dental may pay, or if deductibles or maximums have been met. To get specific costs for a procedure, ask your dentist to submit a predetermination of benefits to Delta Dental for any procedures that may cost more than \$250.

## Find a Dentist

Click "Members" at the top of the screen and then click "Find a Dentist" to search for a Delta Dental participating dentist near you. You can also view recently-visited dentists on your member dashboard.

## Forms

Visit the Forms tab to download important forms, such as a claim form, the registration form for *Healthy Smile, Healthy You*® or to download a form to nominate a dentist to participate in our networks.

## Live Chat

Chat online with a customer service representative.

No login is needed to find a dentist near you, or to access other, valuable oral health information such as forms and brochures. These are all available to help keep you and your family healthy and smiling.