

# FAQ

## DELTA DENTAL

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### Carrier Contact Information

#### Membership Services:

(877) 472-2669

#### Dental Services:

HMO: (800) 422-4234

PPO: (800) 765-6003

#### Vision Services:

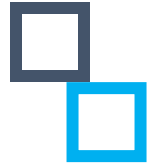
VSP: (800) 877-7195

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## EMPLOYEE

### Important Information to Get You Started

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#### Can enrollees use their coverage before they receive their ID cards?

Eligibility information will become available in the Delta Dental system within ten to fifteen business days. At that time, members can log onto Delta Dental's website to print a personalized ID card. The ID card is not needed to seek services. They can provide the employee's SSN in order to verify the coverage.

#### When will the ID cards be mailed and who are they mailed to?

HMO ID cards are mailed to the member's home within 12-14 business days after date of approval.

PPO ID cards can be printed online at [Delta Dental](#).

#### What if the ID card is wrong?

If the information on the ID card is incorrect, the member should inform the group's specific contact or broker to reach out to their Account Coordinator at Allied Administrators. These corrections or requests, should be sent through email or fax. Verbal requests are not permitted. Personalized DPPO & DHMO ID cards are provided. Please remind employees to check their ID cards for accuracy. DHMO members need to verify that the dentist on the card is the dentist they chose on their application. Delta Dental does not allow retroactive changes of dentists. The member should call as soon as possible to make any changes.

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#### Helpful Resources:

[Where is My ID Card](#)

[Delta Dental Insurance](#)

[VSP Insurance](#)

[Find Dentists](#)

