The University of Toledo
Questions and Answers

Do I have to find a new dentist? No. You can go to any licensed dentist anywhere. However, your greatest benefits will be realized by using a PPO dentist.

How can I find out if my dentist participates? You can visit Delta Dental’s website at www.deltadentaloh.com or call Delta Dental’s Customer Service department at (800) 524-0149 to find out if your dentist participates in either one of Delta Dental’s networks.

What if my dentist does not participate? You can still seek treatment from a nonparticipating dentist, but please note that your payment will be higher.

Do I need an ID card to receive treatment? No. Your dentist can verify your coverage 24 hours a day, seven days a week, by checking the online Dental Office Toolkit.

Where do I send claims? A participating dentist will submit the claim on your behalf. If you see a nonparticipating dentist, you should send your claims to Delta Dental of Ohio. The address appears in the upper right hand corner of this document.

How do I best utilize my benefits? By seeing a dentist who participates in the PPO plan. These providers have agreed to accept a lower negotiated fee, resulting in lower out-of-pocket costs for you.