

## Did You Know?

- **Mayflower Municipal Health Group adult members are at risk for two types of dental disease: caries (tooth decay) and gum disease (periodontal disease). Cleanings are the prescribed method for preventing cavities and fighting gum disease.**  
Delta Dental of Massachusetts covers checkups and cleanings twice per calendar year! If your Dentist is a Delta Dental PPO or Premier Participating Network Provider these services are covered at 100%.
- **For members who have been diagnosed with gum disease (periodontal disease) the American Dental Association recommends members receive 4 cleanings per year.**  
Evidence suggests that when patients with a previous history of gum disease take advantage of periodontal cleanings up to four times per year the result is typically a decreased likelihood of the periodontal disease returning.  
Delta Dental of Massachusetts covers periodontal cleanings once every 3 months at 100% if your dentist is a Delta Dental PPO or Premier Participating Network Provider. Have a discussion with your Provider's office if you qualify for the additional cleanings under Periodontal services with Delta Dental.
- **For children (under age 19) the primary preventable disease is caries (tooth decay). The American Dental Association recommends fluoride treatments at the time of the child's cleaning. Fluoride makes tooth enamel strong and resistant to decay.** Children should receive a professional fluoride treatment twice per calendar year with their cleanings. Studies show that children who follow this guideline have significantly fewer cavities. Ask your child's dentist about fluoride treatments.  
Your Delta Dental of Massachusetts dental plan cover fluoride treatments twice per calendar for children under age 19 at 100% if the dentist is a Delta Dental PPO or Premier Participating Network Provider.
- **Sealants are one of the most successful treatments dentists have to help prevent cavities in children. They have been shown to reduce tooth decay by upwards of 85% in the chewing surfaces of permanent molar teeth.**  
Talk with your child's dentist about the benefits of sealing permanent molars. A sealant is a plastic material that is placed onto the chewing surfaces of molars to help prevent cavities.  
You'll be glad to know that your Delta Dental of Massachusetts benefit plan covers sealants for children through age 19 (every 4 years per tooth).  
Delta Dental of Massachusetts unique **Preventistry** approach promotes prevention-focused care for members. We urge you to embrace our Healthy Mouths for Life practices too by:
  - **Utilizing the oral health tools and resources available at [www.deltadentalma.com](http://www.deltadentalma.com).**
- **What is the difference between a lifetime benefit maximum and a calendar/ benefit year maximum?**  
A lifetime maximum is a specific one-time allowance that will not renew (applies to the group's orthodontia benefit \$1,500 LTM).  
A calendar year maximum (per member is \$1,750 under the group's benefit) and renews each year on January 1st through December of that year! To learn more about your benefit maximums call 800-872-0500 or log on to our secure web portal to view your policy details.
- **What are the benefits of seeing an in-network dentist (a contracted provider that participates in both or one of the networks available for you under the PPO Plus Premier networks)?**  
Both the PPO and Premier national networks offer discounted fees and a no balance billing policy. You will get the best value when you receive your dental care from a participating dentist that accepts the Delta Dental fees for services in either network. Both networks provide a savings for members the Premier savings ranges from 10-25% and the PPO network savings 20-35%.  
Simply visit [www.deltadentalma.com](http://www.deltadentalma.com) to find a participating provider.  
Non-participating dentists do not accept the Delta Dental fees for services and may balance bill resulting in a higher out of pocket cost for members. Subscribers are responsible for the difference between the non-participating maximum plan allowance and the full fee charged by the dentist.

- **Pretreatment Estimates: the value of a pretreatment estimates prior to the service!**

Ask your dentist to submit a pre-treatment estimate to Delta Dental for any procedure that exceeds \$300. This will help you estimate any out-of-pocket expenses you may incur and will confirm that the services are covered under your dental coverage.

- **Does my dental plan have *Time Limitations*?**

Yes, as an example of several time limitations: such as full mouths x-rays every 60 months, restorative fillings once per 24 months per surface per tooth. Please review your plan summary for further detail and discuss this with your provider’s office before the service.

- **How do I know what type of plan I have?**

Your plan name is listed on your ID card (**it’s the PPO Plus Premier**). If you need a new card, call 800-872-0500 or submit a request via our secure web portal message center at [customercare@deltadentalma.com](mailto:customercare@deltadentalma.com). Customer Service hours are Monday-Friday 8:00am to 8:00pm.

- **Do we have the Rollover Maximum Benefit?**

**Yes, this plan is eligible for Rollover Maximum and for each member enrolled in the dental plan:** Rollover Max dollars do not apply to orthodontic services. To qualify for Rollover Max, you must receive at least one cleaning or oral exam in the **calendar year**. You must be enrolled for dental coverage before the 4<sup>th</sup> quarter of the calendar year (10/1-12/31) and your paid claims must not exceed the maximum “threshold” amount.

Your plan’s annual calendar year maximum benefit amount.	If your total yearly claims don’t exceed this threshold amount...	Then you can roll over this amount to use next year, and beyond.	Your accumulated rollover total is capped at this amount.
\$1,750	\$700	\$500	\$1,250

- **How do I send customer service a secure message?**

For questions regarding benefits or claims, you can submit a secure message through the web portal message center [customercare@deltadentalma.com](mailto:customercare@deltadentalma.com). Once you have logged in, simply choose “Contact Delta Dental of Massachusetts” in the “Tools” section.

- **How do I view my claims history on the website?**

**You can register online to view your benefits at [www.deltadentalma.com](http://www.deltadentalma.com) ,**

Once you have logged into the website, click the green link “Member Eligibility Inquiry” on the upper left side. Then click on the gray link “Member Claims” in the middle on the right. A list of claims, identified by number, date of service and amount paid will appear.

Click on the claim number for more details about the services.

- **Can I view dependent information on the website?**

No. Web portal use is limited to members 18 years and older, and members can only see their own information. If over-age dependents (18 and over) want to see their information, they must self-register.