

Delta Dental MA Member Portal Overview



Introduction

The Delta Dental MA member portal, built on top of Salesforce's Communities, is a web-based offering to our members so they can efficiently perform self-service transactions, and have access to the data that they need.

Member Registration

Member Portal access via URL:
<https://portal.deltadentalma.com>

[A A](#) | [Find a Dentist](#) | [About Us](#) | [Contact Us](#) | [Trading Partner](#) | [Request a Quote](#)



Massachusetts ([Select your state](#))

Search

Dentists

Members

Employers

Brokers

Dental Plans

Your Oral Health

Members

▶ [Login](#)

▶ [Getting Started](#)

▶ [Your Dental Benefits](#)

▶ [Delta Dental Mobile App](#)

▶ [Discounts on Covered Services](#)

▶ [Oral Health Blog](#)

Manage your dental plan online

View plan benefits, claims, eligibility status, ID card, and more by logging in to our newly enhanced member portal.

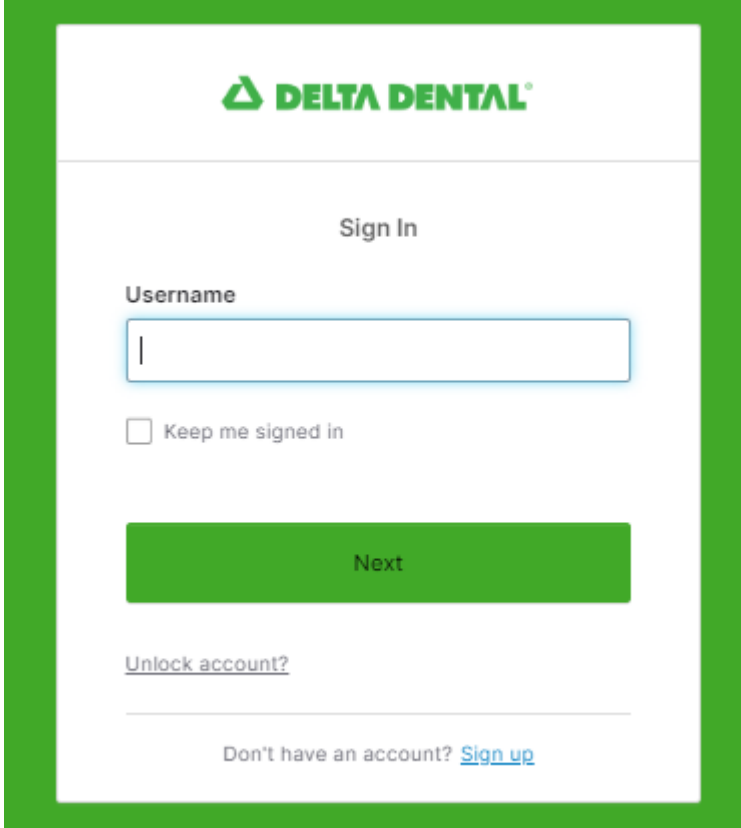
Reminder!

If you purchased an individual plan directly from us, you can also make payments, update payment information, and view payment history on our member portal.

[Sign up or Login](#)

Member Registration

Members click Sign up to register

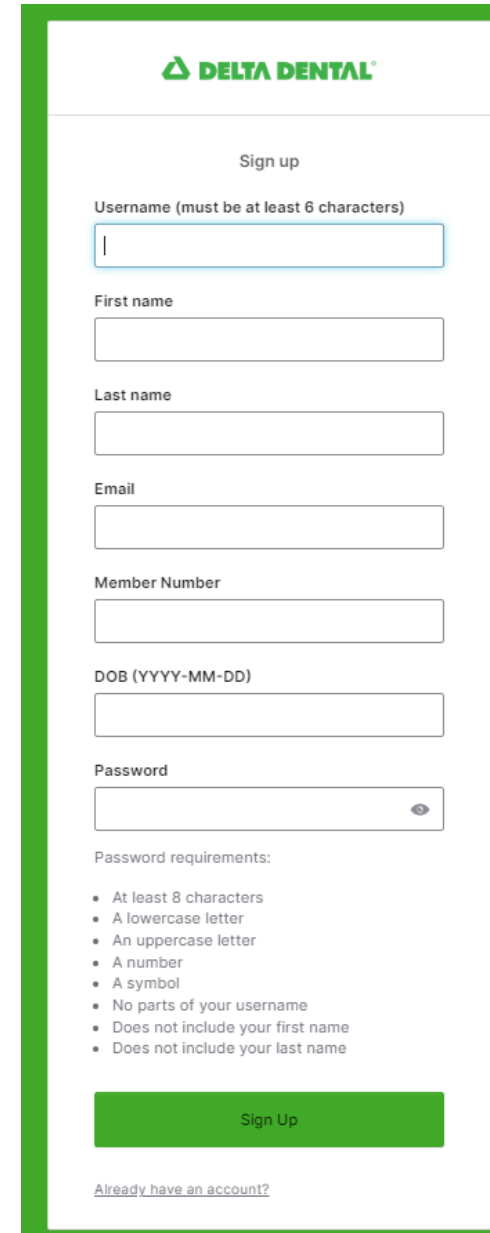


The image shows a screenshot of the Delta Dental Sign In page, enclosed in a green border. At the top, the Delta Dental logo is displayed. Below the logo, the text "Sign In" is centered. Underneath, there is a "Username" label followed by a text input field containing a vertical cursor. Below the input field is a checkbox labeled "Keep me signed in". A large green button labeled "Next" is positioned below the checkbox. At the bottom of the form, there is a link labeled "Unlock account?". Below the form area, a horizontal line separates it from the text "Don't have an account? [Sign up](#)".

Member Registration

Enter:

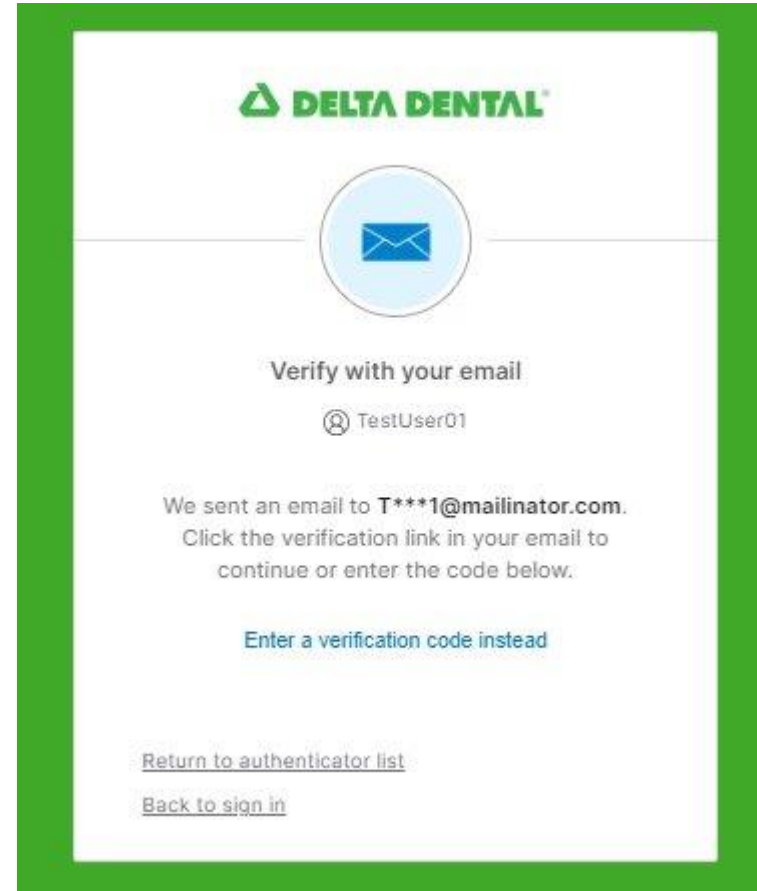
- Username (more than 6 characters)
- First name
- Last name
- Email address
- Member number/subscriber number
- DOB (Enter as: YYYY-MM-DD)
- Choose a Password
- Click **‘Sign Up’**



The screenshot shows the Delta Dental Member Registration form. At the top is the Delta Dental logo. Below it is the heading "Sign up". The form contains several input fields: "Username (must be at least 6 characters)", "First name", "Last name", "Email", "Member Number", and "DOB (YYYY-MM-DD)". The "Password" field has a toggle icon for visibility. Below the password field are the "Password requirements:" listed as a bulleted list: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "A symbol", "No parts of your username", "Does not include your first name", and "Does not include your last name". At the bottom of the form is a green "Sign Up" button and a link that says "Already have an account?".

Member Registration

Check the email you entered at registration for the verification code



Member Registration

*Copy the verification code or
click Verify your email button*



Welcome to your Member Account!

Hi Elvira,

To finish setting up your account, verify your email by clicking on the button

Verify your email

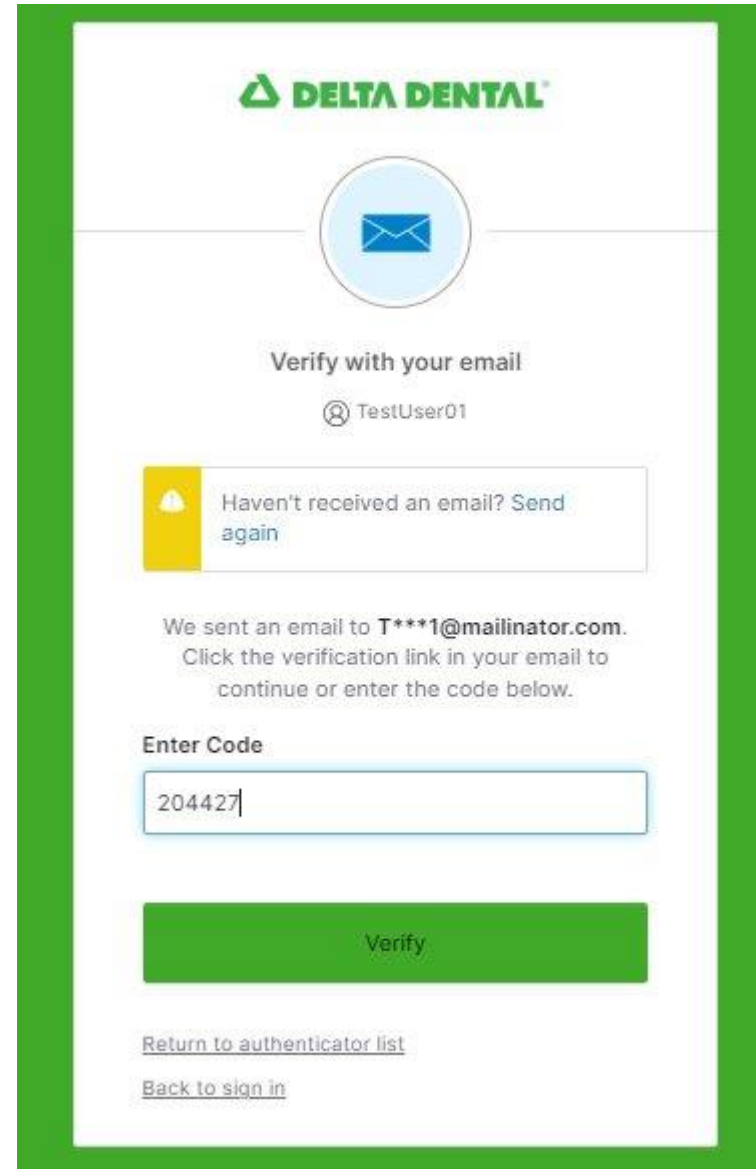
Or enter the verification code: **425610**


This link and code expires in 5 minutes


This is an automatically generated message. Replies are not monitored or answered. Thank you.

Member Registration


*Enter the code from the email
and click the Verify button*









Verify with your email

 TestUser01

 Haven't received an email? Send again

We sent an email to T***1@mailinator.com.
Click the verification link in your email to continue or enter the code below.

Enter Code

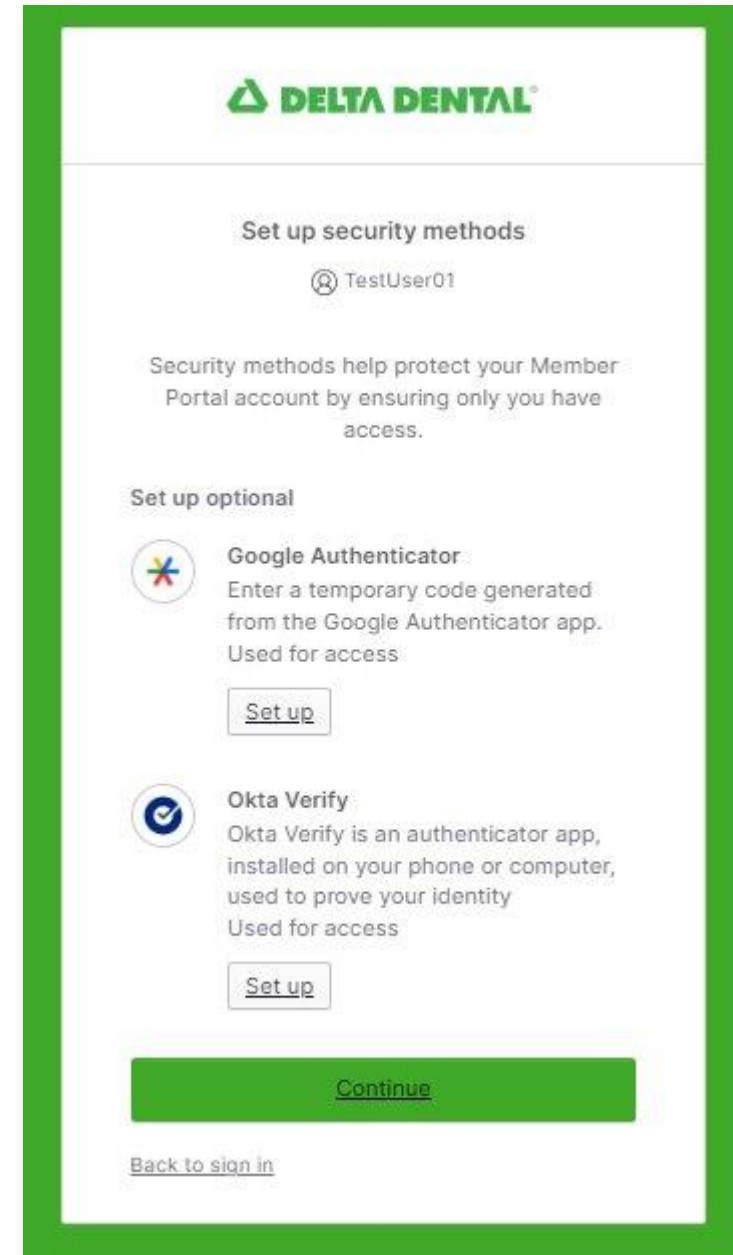
 Verify

[Return to authenticator list](#)

[Back to sign in](#)

Member Registration

Choose a MFA option or click Continue



The screenshot shows a web page for Delta Dental with a green border. At the top left is the Delta Dental logo. Below it is the heading "Set up security methods" followed by the user identifier "@ TestUser01". A paragraph explains that security methods help protect the Member Portal account by ensuring only the user has access. Under the heading "Set up optional", there are two choices: "Google Authenticator" and "Okta Verify". Each choice includes a brief description of how it works and a "Set up" button. At the bottom of the main content area is a large green button labeled "Continue". Below the main content area is a link that says "Back to sign in".


DELTA DENTAL®

Set up security methods


@ TestUser01

Security methods help protect your Member Portal account by ensuring only you have access.

Set up optional

 **Google Authenticator**
Enter a temporary code generated from the Google Authenticator app.
Used for access

[Set up](#)

 **Okta Verify**
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity
Used for access

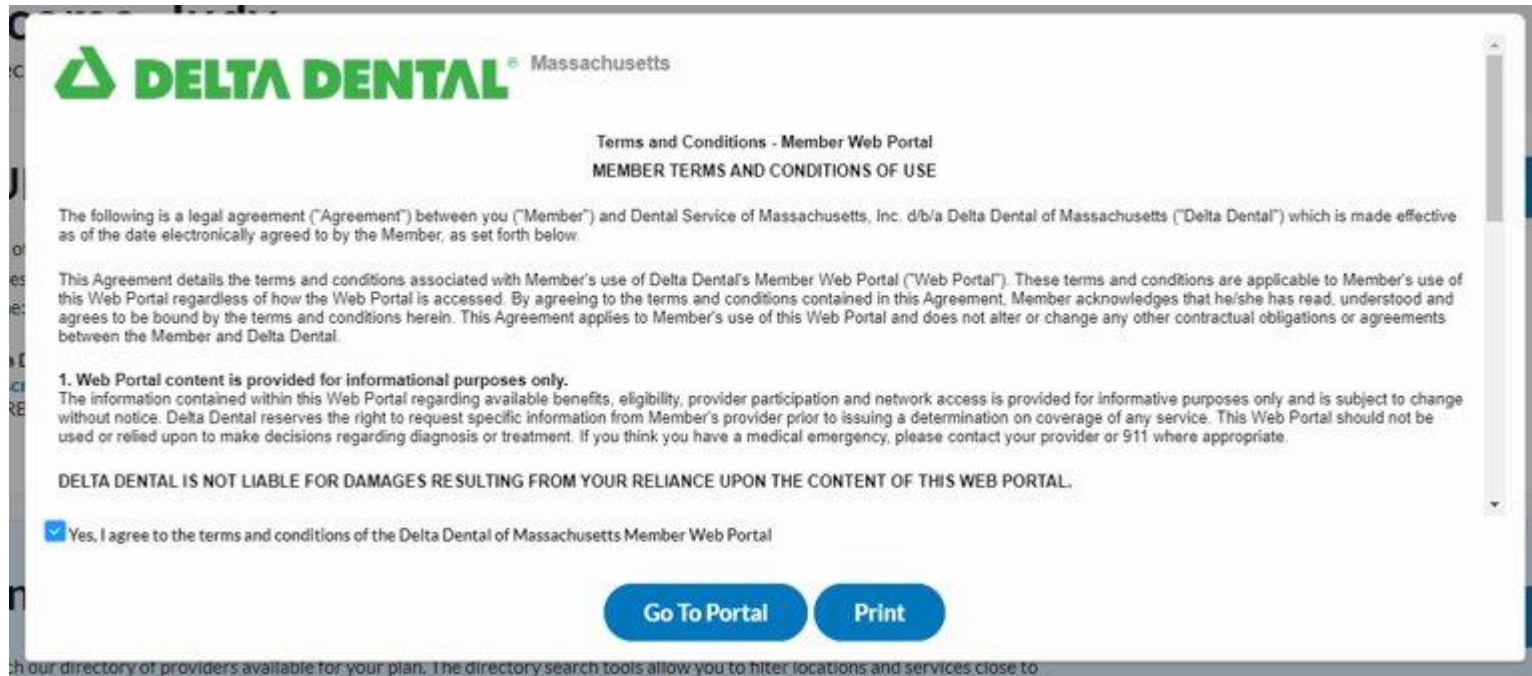
[Set up](#)

[Continue](#)

[Back to sign in](#)

Member Registration

Click **YES** to agree to the Terms & Conditions and then click **Go to Portal** to access your account



DELTA DENTAL[®] Massachusetts

Terms and Conditions - Member Web Portal
MEMBER TERMS AND CONDITIONS OF USE

The following is a legal agreement ("Agreement") between you ("Member") and Dental Service of Massachusetts, Inc. d/b/a Delta Dental of Massachusetts ("Delta Dental") which is made effective as of the date electronically agreed to by the Member, as set forth below.

This Agreement details the terms and conditions associated with Member's use of Delta Dental's Member Web Portal ("Web Portal"). These terms and conditions are applicable to Member's use of this Web Portal regardless of how the Web Portal is accessed. By agreeing to the terms and conditions contained in this Agreement, Member acknowledges that he/she has read, understood and agrees to be bound by the terms and conditions herein. This Agreement applies to Member's use of this Web Portal and does not alter or change any other contractual obligations or agreements between the Member and Delta Dental.

1. Web Portal content is provided for informational purposes only.
The information contained within this Web Portal regarding available benefits, eligibility, provider participation and network access is provided for informative purposes only and is subject to change without notice. Delta Dental reserves the right to request specific information from Member's provider prior to issuing a determination on coverage of any service. This Web Portal should not be used or relied upon to make decisions regarding diagnosis or treatment. If you think you have a medical emergency, please contact your provider or 911 where appropriate.

DELTA DENTAL IS NOT LIABLE FOR DAMAGES RESULTING FROM YOUR RELIANCE UPON THE CONTENT OF THIS WEB PORTAL.

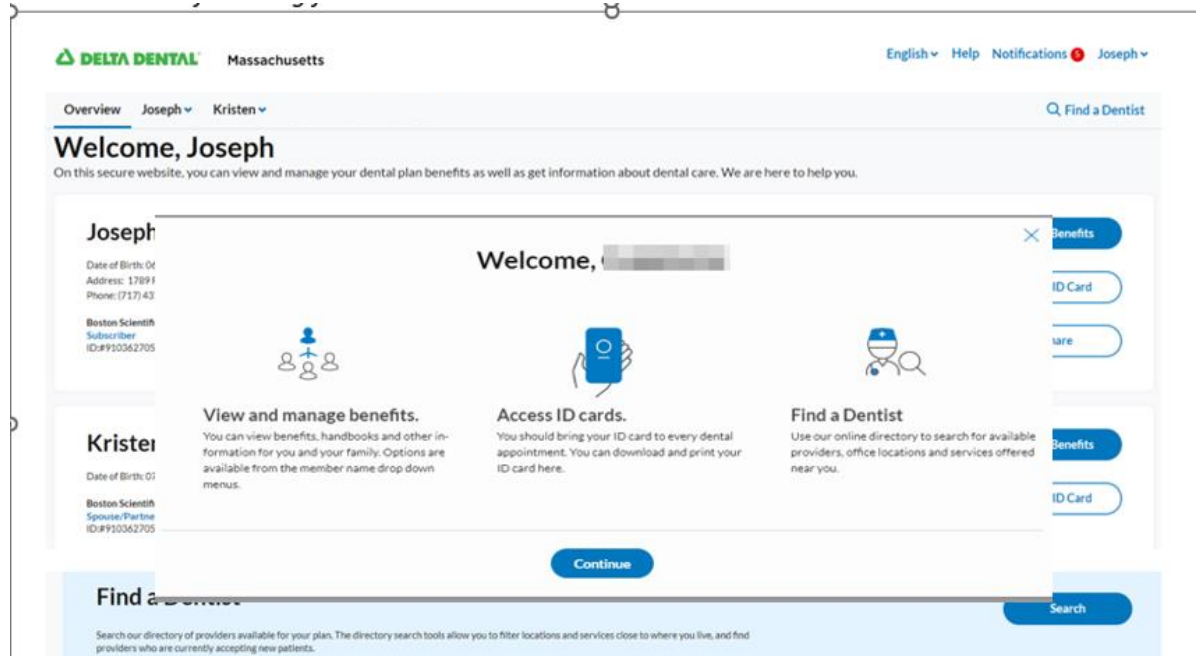
Yes, I agree to the terms and conditions of the Delta Dental of Massachusetts Member Web Portal

[Go To Portal](#) [Print](#)

our directory of providers available for your plan. The directory search tools allow you to filter locations and services close to

Member Registration

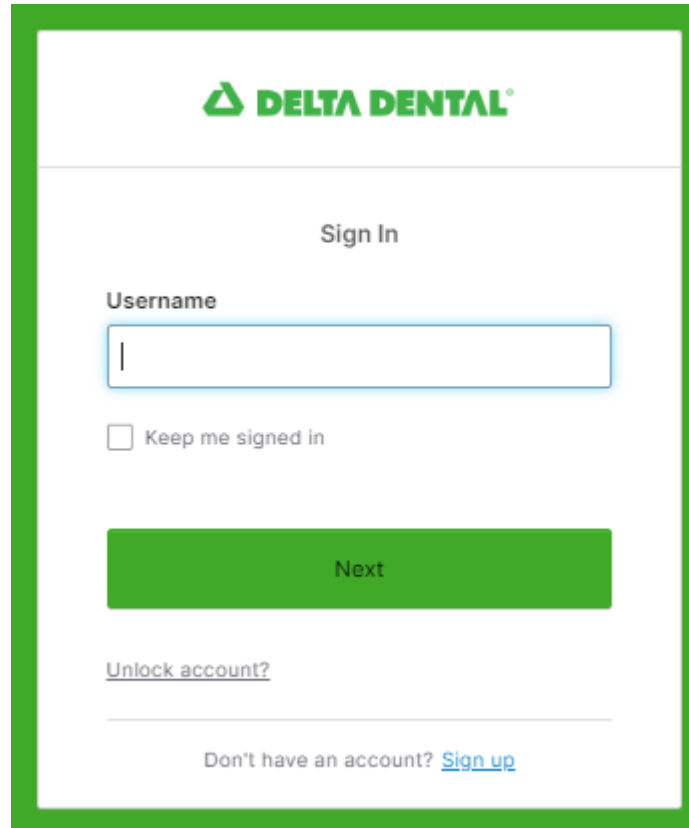
Registration successful! Welcome to the Delta Dental MA Member Portal



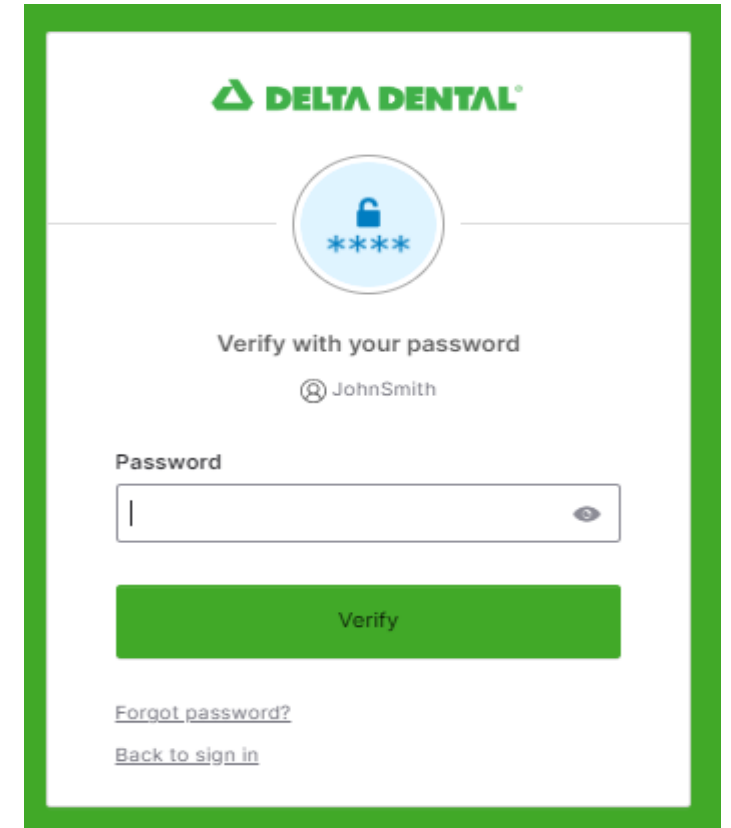
Member Login Process

Log-in page:
login.deltadentalma.com

- Enter Username
- Enter Password



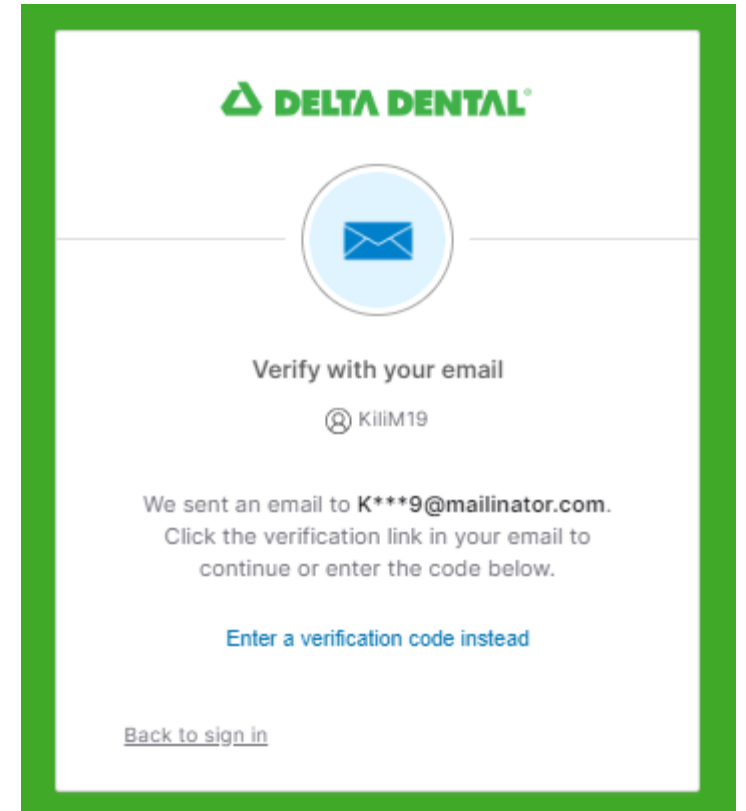
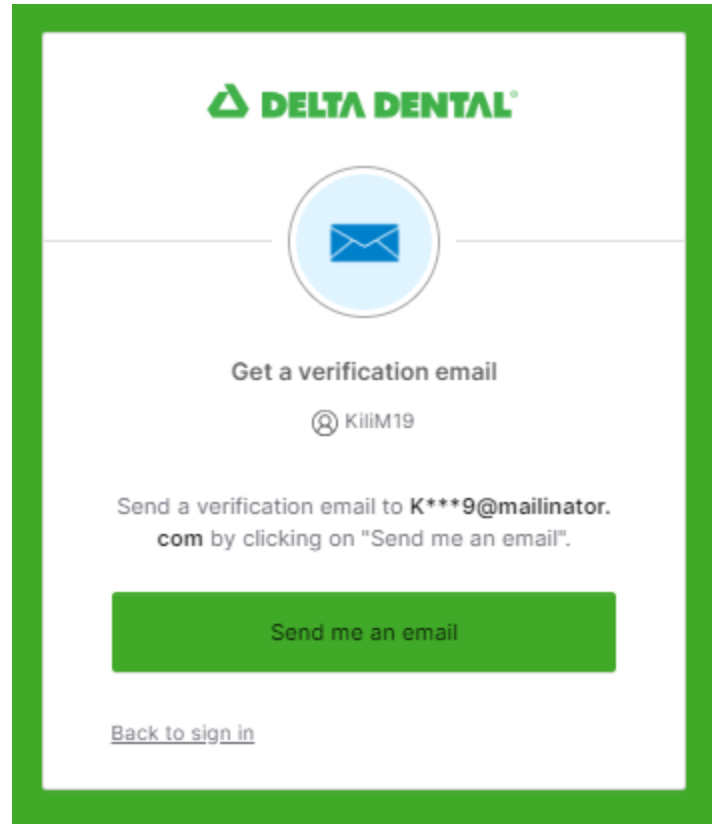
The image shows the Delta Dental Sign In page. At the top is the Delta Dental logo. Below it is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A green "Next" button is positioned below the checkbox. At the bottom, there is a link for "Unlock account?" and a footer that says "Don't have an account? [Sign up](#)".



The image shows the Delta Dental Verify with your password page. At the top is the Delta Dental logo. Below it is a circular icon containing a blue padlock and the text "****". The text "Verify with your password" is centered below the icon. Underneath, the name "JohnSmith" is displayed with a user icon. There is a "Password" label above a text input field with a visibility toggle icon on the right. A green "Verify" button is located below the password field. At the bottom, there are links for "Forgot password?" and "Back to sign in".

Member Log-in

Click to send yourself a verification email



Member Log-in

*Copy the verification code or
click Verify your email button*



Hi IRAKLI,

You have requested an email link to sign in to Member Portal. To finish signing in, click the button below or enter the provided code. If you did not request this email, please contact Delta Dental of MA Contact Support.

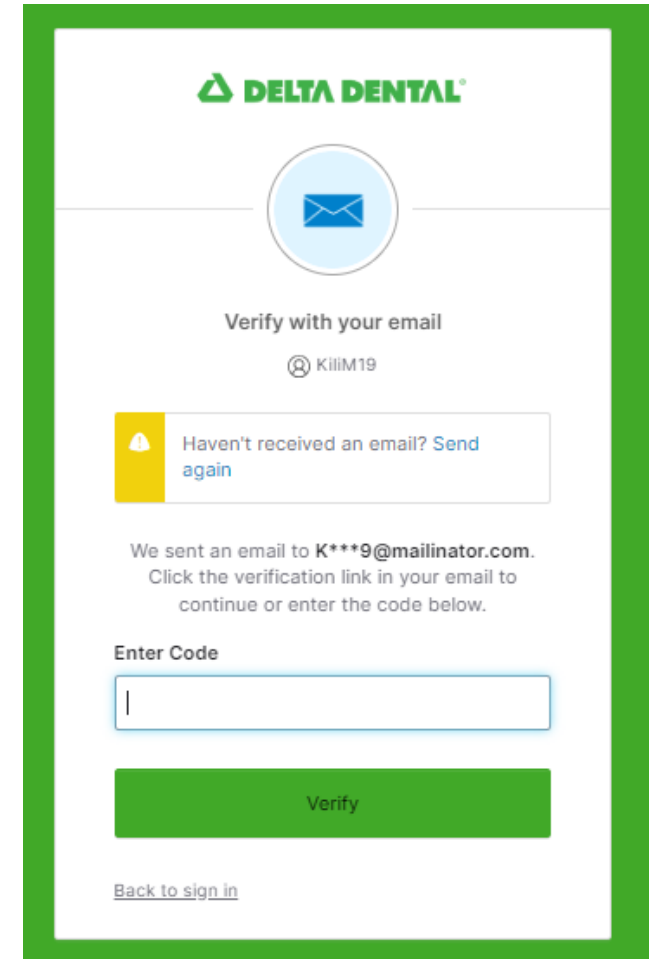
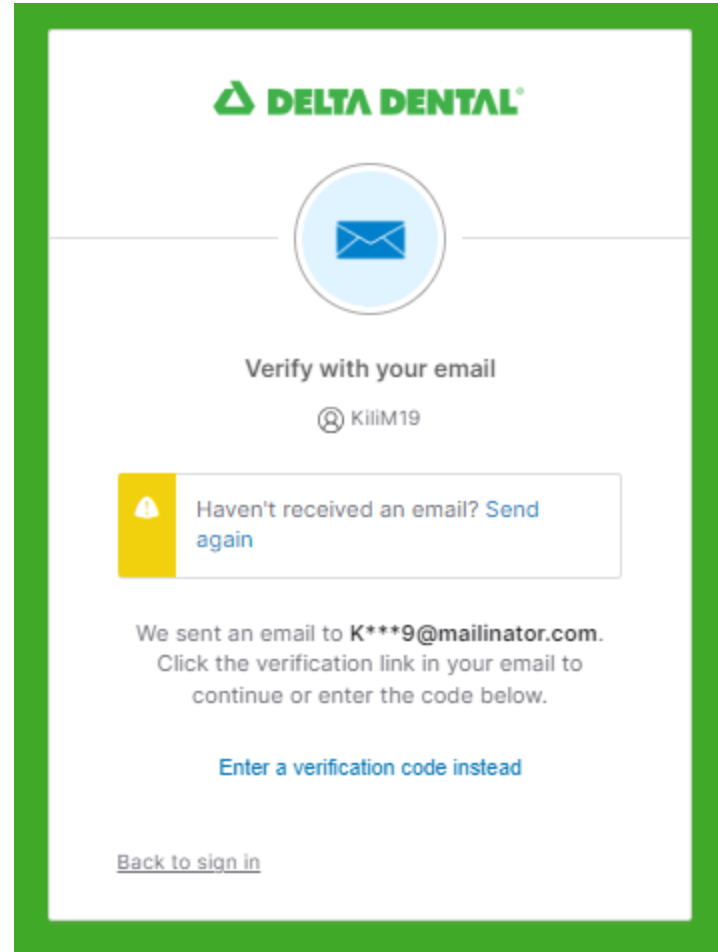
Sign In

This link and code expires in 5 minutes.
Can't use the link? Enter a code instead: **288067**

This is an automatically generated message. Replies are not monitored or answered. Thank you.

Member Log-in

Enter the code from the email and click the Verify button to gain access to the portal



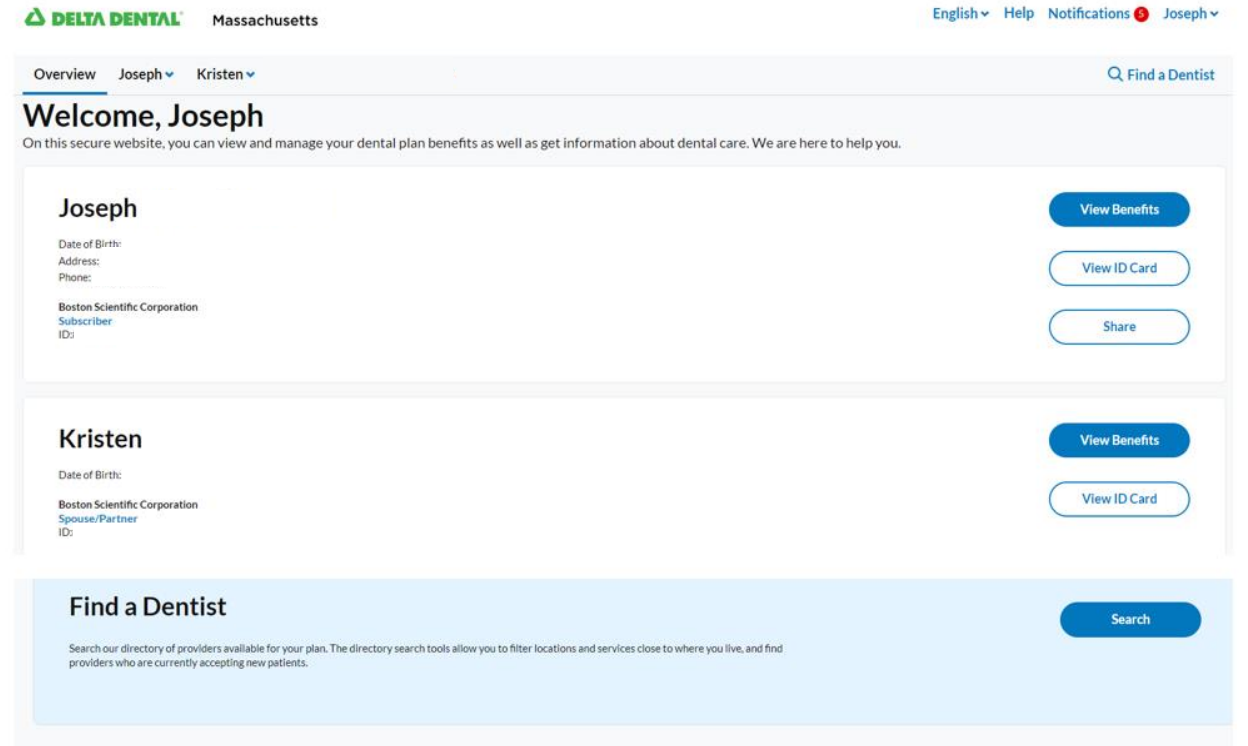
Home Page

Members can navigate the portal using the menu of categories along with most frequently used features.

The Overview menu contains your member profile information, as well as the Plan Name and Subscriber ID.

The Overview menu also allows the following functions:

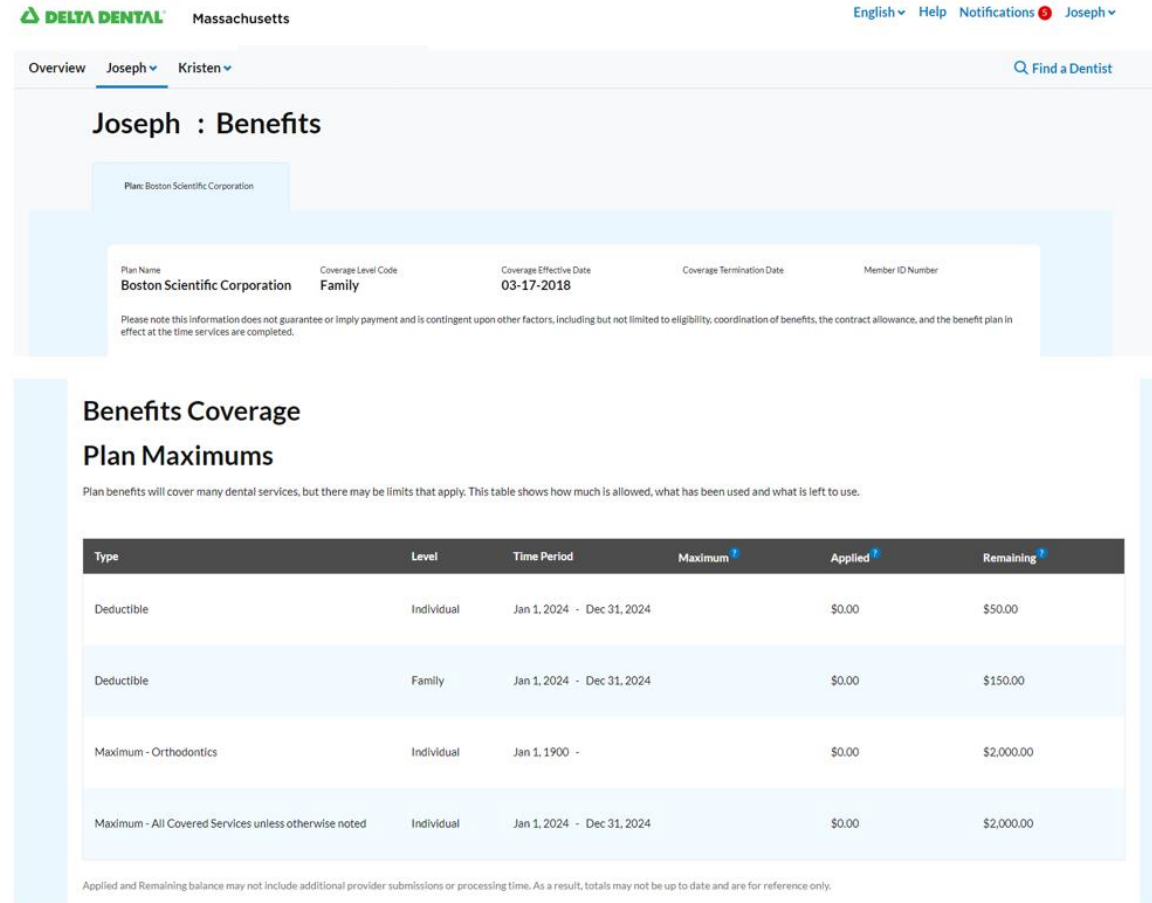
- View Benefits
- View Id Card
- Share
- Find a Dentist



The screenshot shows the Delta Dental member portal for Massachusetts. At the top, there is a navigation bar with the Delta Dental logo, the state name "Massachusetts", and links for "English", "Help", "Notifications" (with a red notification icon), and "Joseph". Below this is a secondary navigation bar with "Overview" (selected), "Joseph", and "Kristen", along with a "Find a Dentist" search button. The main content area is titled "Welcome, Joseph" and includes a sub-header: "On this secure website, you can view and manage your dental plan benefits as well as get information about dental care. We are here to help you." There are two member profile cards. The first card is for "Joseph", showing fields for "Date of Birth:", "Address:", and "Phone:", followed by "Boston Scientific Corporation" and "Subscriber ID:". To the right of this card are three buttons: "View Benefits", "View ID Card", and "Share". The second card is for "Kristen", showing fields for "Date of Birth:", "Boston Scientific Corporation", and "Spouse/Partner ID:". To the right of this card are two buttons: "View Benefits" and "View ID Card". At the bottom of the main content area is a "Find a Dentist" section with a "Search" button and a brief description: "Search our directory of providers available for your plan. The directory search tools allow you to filter locations and services close to where you live, and find providers who are currently accepting new patients."

Benefits Page

The Benefits page shows additional details for the member's plan. It also displays the member's Plan Maximums under the Benefits Coverage table.



The screenshot shows the Delta Dental website interface for a member named Joseph. The page title is "Joseph : Benefits". Below the title, there is a section for "Plan: Boston Scientific Corporation". A table displays plan details:

Plan Name	Coverage Level Code	Coverage Effective Date	Coverage Termination Date	Member ID Number
Boston Scientific Corporation	Family	03-17-2018		

Below the table, a note states: "Please note this information does not guarantee or imply payment and is contingent upon other factors, including but not limited to eligibility, coordination of benefits, the contract allowance, and the benefit plan in effect at the time services are completed."

The main section is titled "Benefits Coverage" and "Plan Maximums". A sub-note reads: "Plan benefits will cover many dental services, but there may be limits that apply. This table shows how much is allowed, what has been used and what is left to use."

Type	Level	Time Period	Maximum	Applied	Remaining
Deductible	Individual	Jan 1, 2024 - Dec 31, 2024		\$0.00	\$50.00
Deductible	Family	Jan 1, 2024 - Dec 31, 2024		\$0.00	\$150.00
Maximum - Orthodontics	Individual	Jan 1, 1900 -		\$0.00	\$2,000.00
Maximum - All Covered Services unless otherwise noted	Individual	Jan 1, 2024 - Dec 31, 2024		\$0.00	\$2,000.00

A footer note states: "Applied and Remaining balance may not include additional provider submissions or processing time. As a result, totals may not be up to date and are for reference only."

Benefits Page Continued

The Benefits page shows additional details for the member's plan. It also displays the member's Benefit Summary and Plan Documents

Benefits Summary

Procedure Category	Procedure Code	Procedure Description	Age Range	Coinsurance In Network	Coinsurance Out Of Network	Deductible Applies	Maximum Applies
Major Restorative	D2630	Inlay - porcelain/ceramic - three or more surfaces	All Ages	50%	50%	In and Out of Network	In and Out of Network (Annual Maximum)
Major Restorative	D2642	Onlay - porcelain/ceramic - two surfaces	12 and Older	50%	50%	In and Out of Network	In and Out of Network (Annual Maximum)
Major Restorative	D2643	Onlay - porcelain/ceramic - three surfaces	12 and Older	50%	50%	In and Out of Network	In and Out of Network (Annual Maximum)
Major Restorative	D2644	Onlay - porcelain/ceramic - four or more surfaces	12 and Older	50%	50%	In and Out of Network	In and Out of Network (Annual Maximum)
Major Restorative	D2650	Inlay - resin-based composite - one surface	All Ages	50%	50%	In and Out of Network	In and Out of Network (Annual Maximum)
Major Restorative	D2651	Inlay - resin-based composite - two surfaces	All Ages	50%	50%	In and Out of Network	In and Out of Network (Annual Maximum)
Major Restorative	D2652	Inlay - resin-based composite - three or more surfaces	All Ages	50%	50%	In and Out of Network	In and Out of Network (Annual Maximum)

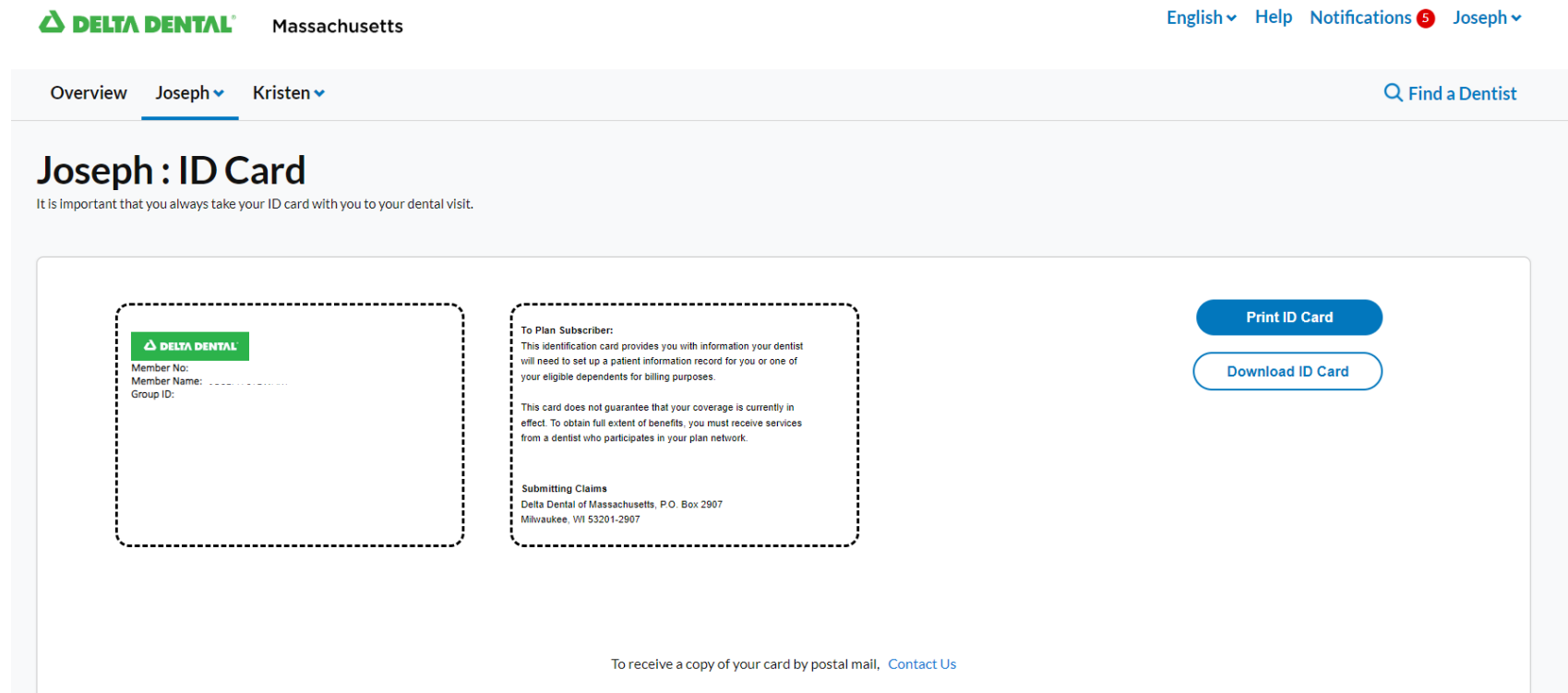
Plan Documents

 [Dental Claim Form](#)

 [Disabled Dependent Application](#)

ID Card Menu

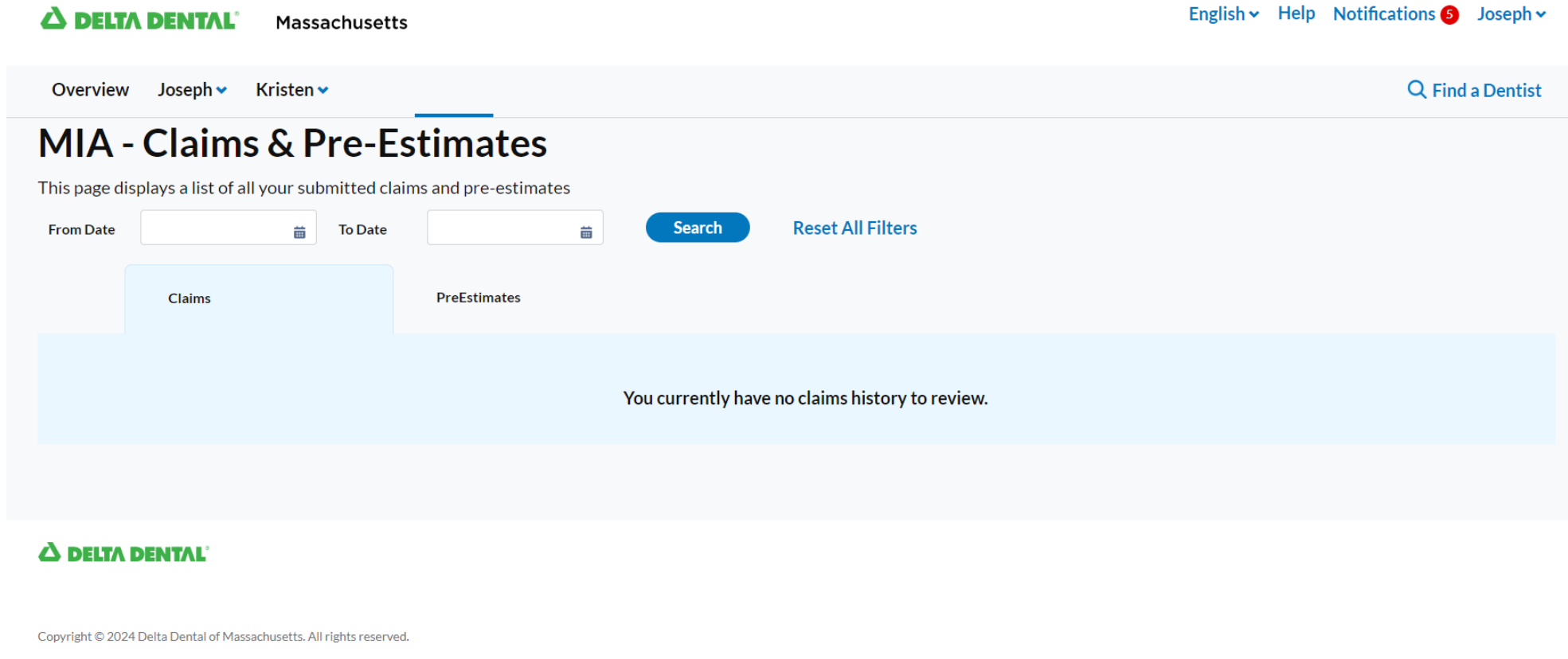
The ID Card page shows the current ID Card for the member's plan. Members can also print and download the ID Card.



The screenshot shows the Delta Dental website interface for a member named Joseph in Massachusetts. The page title is "Joseph : ID Card". Below the title, there is a note: "It is important that you always take your ID card with you to your dental visit." The main content area contains two dashed boxes representing the ID card layout. The left box shows the Delta Dental logo and fields for Member No., Member Name, and Group ID. The right box contains the "To Plan Subscriber:" section with a disclaimer and the "Submitting Claims" section with the address: Delta Dental of Massachusetts, P.O. Box 2907, Milwaukee, WI 53201-2907. On the right side of the page, there are two buttons: "Print ID Card" and "Download ID Card". At the bottom, there is a link: "To receive a copy of your card by postal mail, [Contact Us](#)".

Claims & Estimates menu

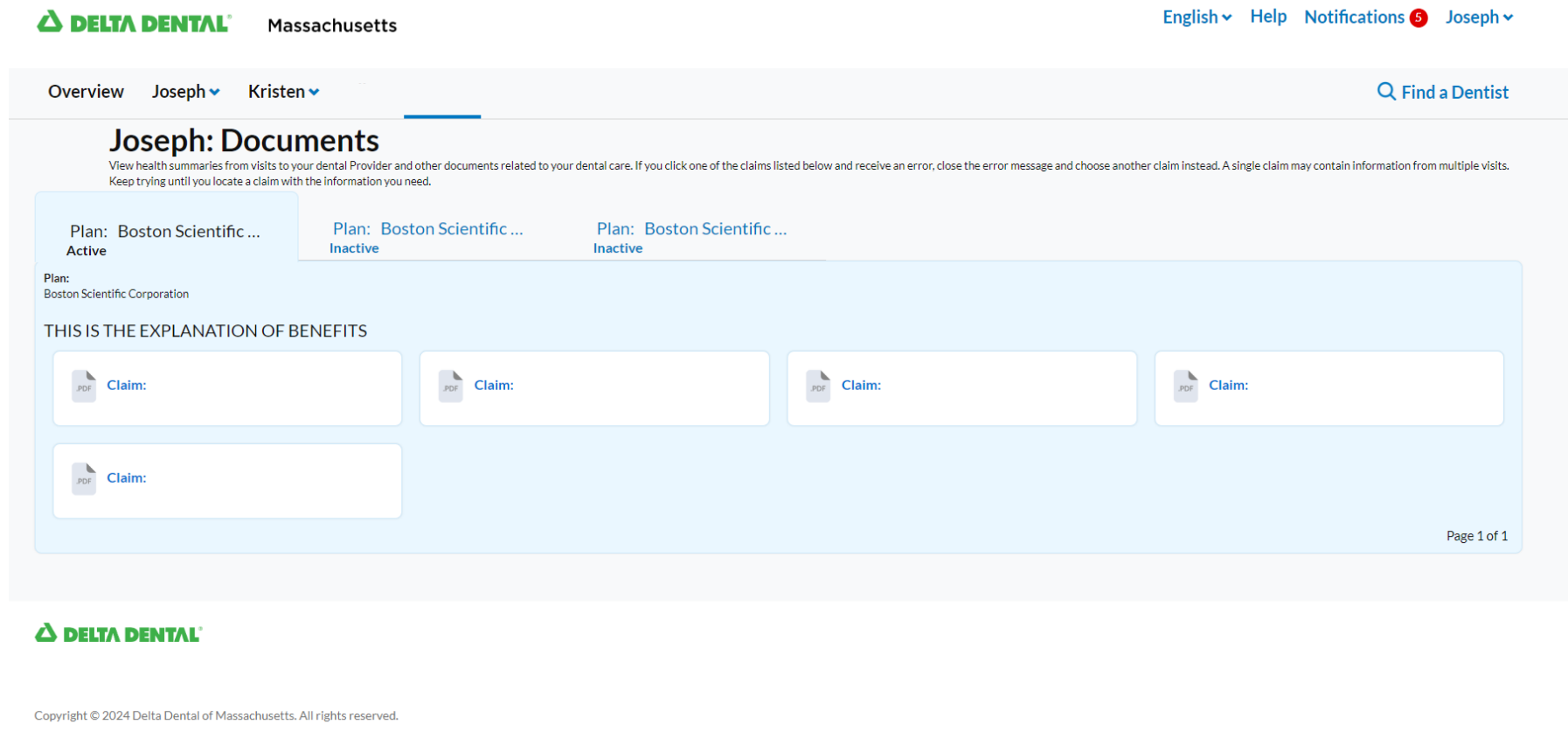
The Claims & Pre-Estimates page shows all Claims and Pre-Estimates submitted against the member's plan. From this page, members can search for specific Claims and Pre-Estimates, and view details for each. They can also filter Claims and Pre-Estimates by Date range



The screenshot shows the Delta Dental web interface for a member in Massachusetts. At the top left is the Delta Dental logo and the state name. On the top right, there are links for English, Help, Notifications (with a red badge showing 5), and the user's name, Joseph. Below this is a navigation bar with 'Overview', 'Joseph', and 'Kristen'. A search bar with a magnifying glass icon and the text 'Find a Dentist' is also present. The main heading is 'MIA - Claims & Pre-Estimates', followed by the text 'This page displays a list of all your submitted claims and pre-estimates'. Below this is a filter section with 'From Date' and 'To Date' input fields, each with a calendar icon, a blue 'Search' button, and a 'Reset All Filters' link. There are two tabs: 'Claims' (which is selected and highlighted in light blue) and 'PreEstimates'. A large light blue message box states 'You currently have no claims history to review.' At the bottom left is the Delta Dental logo, and at the bottom center is the copyright notice: 'Copyright © 2024 Delta Dental of Massachusetts. All rights reserved.'

Documents menu

The Documents page shows a member's explanation of benefits (EOB). Members can click on the claim number to view, download, and/or print any EOBs that are available.




The screenshot shows the Delta Dental website interface for a member named Joseph. At the top, there is a navigation bar with the Delta Dental logo, the state "Massachusetts", and links for "English", "Help", "Notifications" (with a red badge showing 5), and "Joseph". Below this is a secondary navigation bar with "Overview", "Joseph", and "Kristen", along with a "Find a Dentist" search button. The main content area is titled "Joseph: Documents" and includes a sub-header "View health summaries from visits to your dental Provider and other documents related to your dental care. If you click one of the claims listed below and receive an error, close the error message and choose another claim instead. A single claim may contain information from multiple visits. Keep trying until you locate a claim with the information you need." Below this, there are three tabs for different dental plans: "Plan: Boston Scientific ... Active", "Plan: Boston Scientific ... Inactive", and "Plan: Boston Scientific ... Inactive". The "Active" tab is selected. Underneath the tabs, it says "Plan: Boston Scientific Corporation" and "THIS IS THE EXPLANATION OF BENEFITS". There are five claim cards, each with a PDF icon and the word "Claim:". The first card is highlighted. At the bottom right of the claim area, it says "Page 1 of 1". The Delta Dental logo is visible at the bottom left of the page, and a copyright notice "Copyright © 2024 Delta Dental of Massachusetts. All rights reserved." is at the bottom center.

Find a Dentist

'Find a Dentist' page provides a search function to locate Dentists.

[A A](#) | [Find a Dentist](#) | [About Us](#) | [Contact Us](#) | [Trading Partner](#) | [Request a Quote](#)

 Massachusetts ([Select your state](#))

[Members](#) [Dentists](#) [Employers](#) [Brokers](#) [Dental Plans](#) [Your Oral Health](#)

Find a Network Dentist in Your Area

Delta Dental offers both local and national networks of dentists that extend across the U.S. and Puerto Rico. Locate a network dentist near you by entering your city and state or your zip code below. Narrow down your search by the distance you're willing to travel, dental specialty, and other criteria.

Required fields are indicated with an asterisk (*)

Plan/Network Selection

Select your plan or network below.

[Delta Dental EPO](#) [Total Choice PPO](#) [Delta Dental PPO](#) [Delta Dental Premier](#)
 [Delta Dental PPO Plus Premier](#) [DeltaCare USA](#) [DeltaCare](#) [Delta Dental Patient Direct](#)

NOTE: Delta Dental EPO members looking for a dentist outside of Massachusetts should search the Delta Dental PPO network.

Your Location

Please enter your city and state OR enter your zip code.

 * * ▼

- OR -

*

+ Sorting, Distance and Number of Results

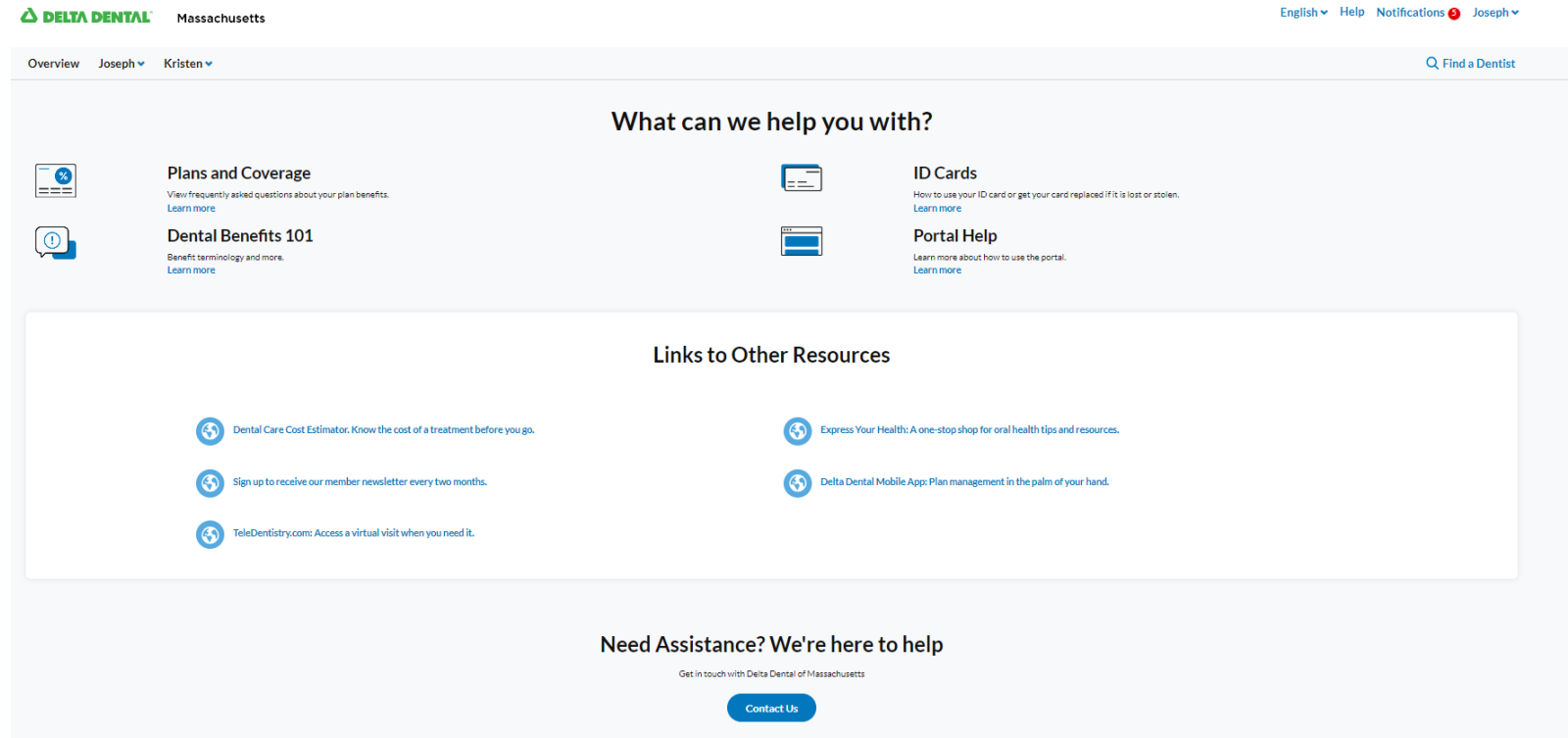
Sort Results By:

Maximum distance willing to travel: 5 10 15 20 30 40 50

Help menu

The Help page contains 4 areas of assistance:

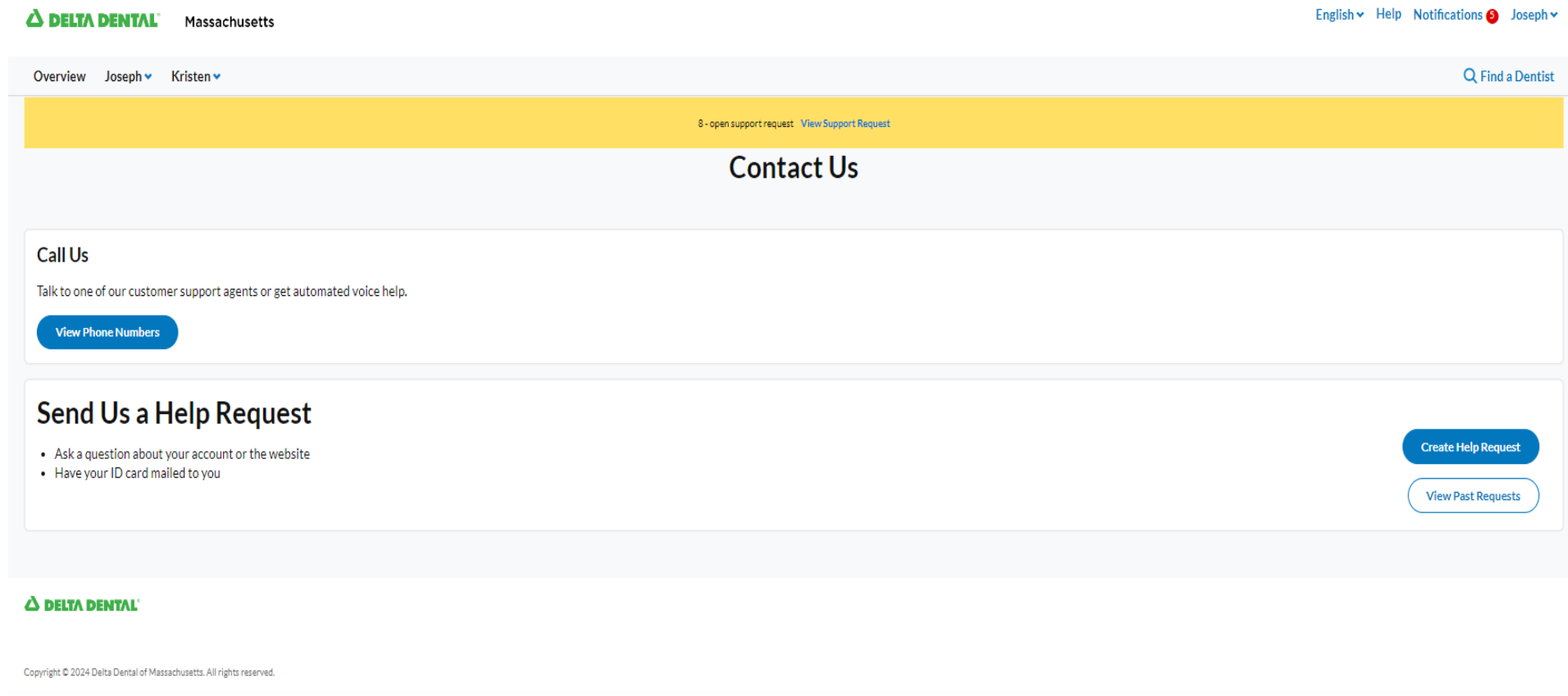
- Plans and Coverage
- ID Cards
- Dental Benefits 101
- Portal Help



The screenshot shows the Delta Dental Massachusetts website's help page. At the top left is the Delta Dental logo and the text "Massachusetts". On the top right, there are links for "English", "Help", "Notifications" (with a red notification icon), and "Joseph". Below the header, there is a navigation bar with "Overview", "Joseph", and "Kristen". A search bar on the right says "Find a Dentist". The main content area is titled "What can we help you with?" and features four cards: "Plans and Coverage" (with a percentage icon), "Dental Benefits 101" (with a clock icon), "ID Cards" (with a card icon), and "Portal Help" (with a document icon). Below this is a section titled "Links to Other Resources" with four links: "Dental Care Cost Estimator", "Sign up to receive our member newsletter", "TeleDentistry.com", and "Express Your Health" and "Delta Dental Mobile App". At the bottom, there is a section titled "Need Assistance? We're here to help" with a "Contact Us" button.

Help/Contact Us

View phone numbers, submit a request for help to the customer service team, and additional resources



The screenshot shows the Delta Dental website interface for Massachusetts. At the top left is the Delta Dental logo and the state name "Massachusetts". On the top right, there are links for "English", "Help", "Notifications" (with a red badge showing 5), and "Joseph". Below the header is a navigation bar with "Overview", "Joseph", and "Kristen" (with a dropdown arrow), and a "Find a Dentist" search button. A yellow banner in the center of the page displays "8 - open support request" and a "View Support Request" link. The main heading is "Contact Us". There are two main sections: "Call Us" with a "View Phone Numbers" button, and "Send Us a Help Request" with a list of bullet points and "Create Help Request" and "View Past Requests" buttons. The footer contains the Delta Dental logo and a copyright notice: "Copyright © 2024 Delta Dental of Massachusetts. All rights reserved."

Help/Contact Us

Create a Help Request


Send Us a Help Request

*Request help with:

*On behalf of

Help/Contact Us

View Past Requests

 Massachusetts English ▾ Help Notifications 5 Joseph ▾

Overview Joseph ▾ Kristen ▾ 🔍 Find a Dentist

Help Requests

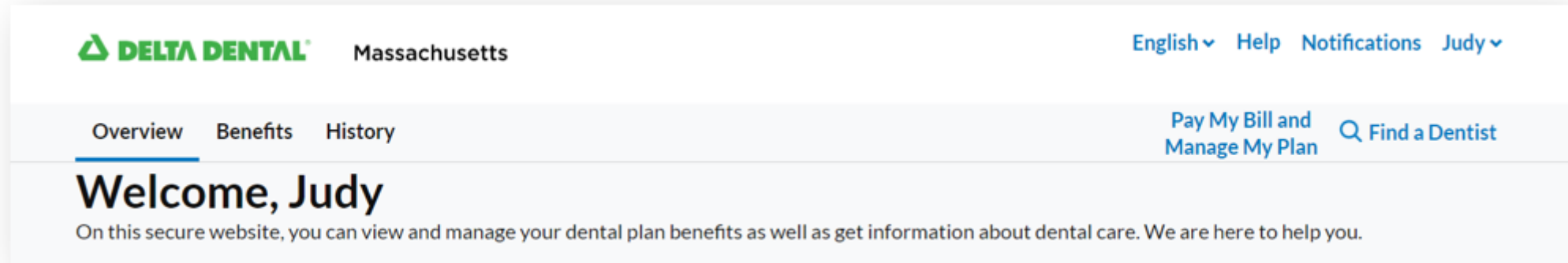
These are the help requests you have submitted from this site. For more information about any prior requests, [Contact Us](#)

Page 1 of 1

Subject	On behalf of	Status	Created On	Case Number	
Benefits test help request	Ella Stewart	Closed	August 29, 2024	00976176	View
Individual Plan test	MIA STEWART	On-Hold (External)	August 29, 2024	00976177	View
Technical test	Joseph Stewart	In-Progress	August 29, 2024	00976179	View

MMP Members

Members can navigate the portal using a menu of categories along with the most frequently used features. In the top right there is a button for MMP users to Single Sign-On to the MMP portal.



The screenshot shows the top navigation bar of the Delta Dental MMP portal. On the left, the Delta Dental logo is followed by the state name "Massachusetts". On the right, there are links for "English", "Help", "Notifications", and "Judy". Below this, a secondary navigation bar contains "Overview", "Benefits", and "History" on the left, and "Pay My Bill and Manage My Plan" and "Find a Dentist" on the right. The main content area below the navigation bar displays a personalized welcome message: "Welcome, Judy" followed by a brief description of the portal's purpose.

Delta Dental MMP – Portal Overview

The following section is intended for those individuals who have purchased individual member plans directly through Delta Dental of Massachusetts

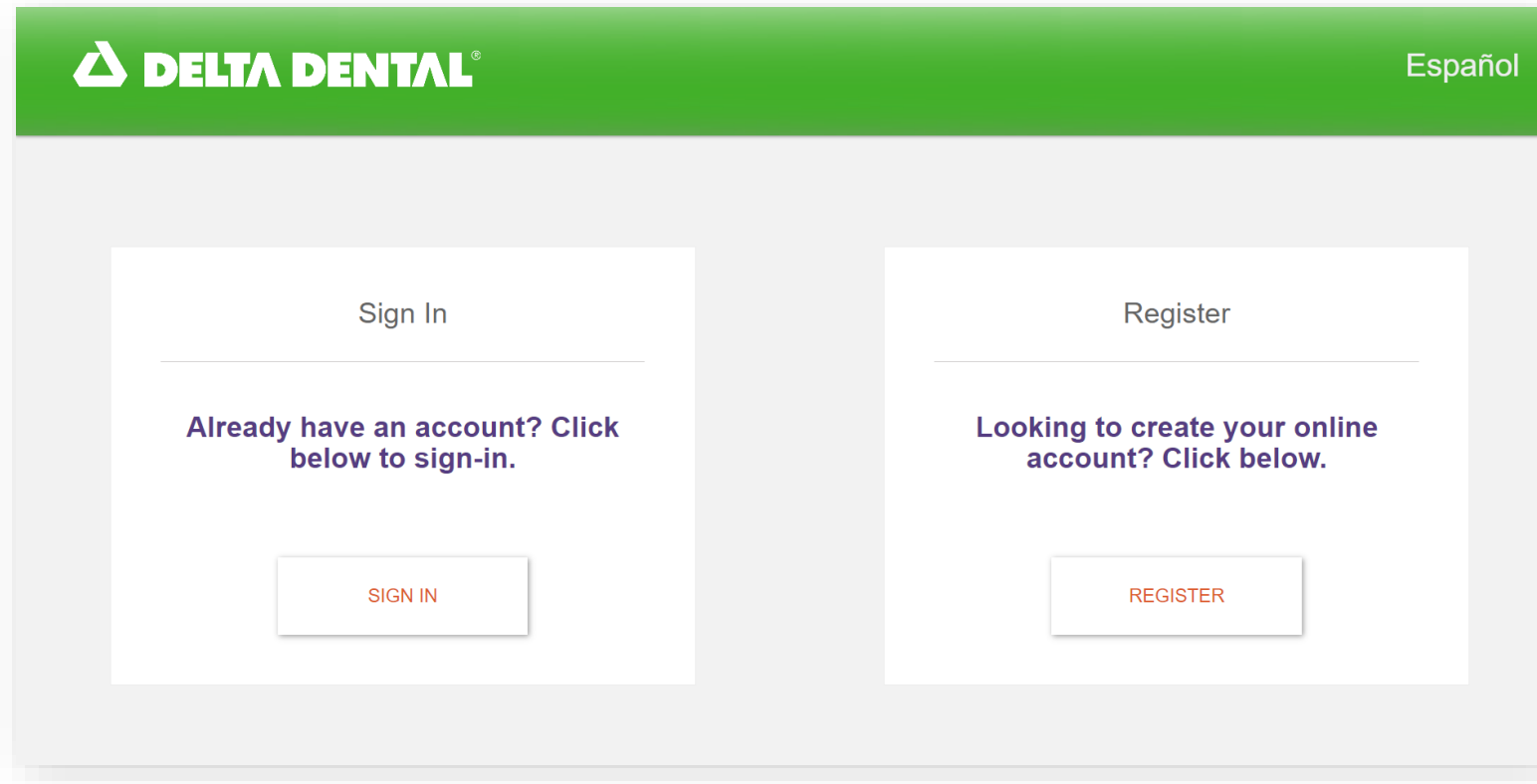


Introduction

The Delta Dental MMP member portal, built on a Salesforce platform, is a web-based application for our individual members so they can efficiently perform self-service transactions, make monthly payments and have access to the member data that they need.

Member Registration

Members will need to register for portal access via: <https://member.deltadentalma.com/communitylogin>
Please click on “**Register**”.



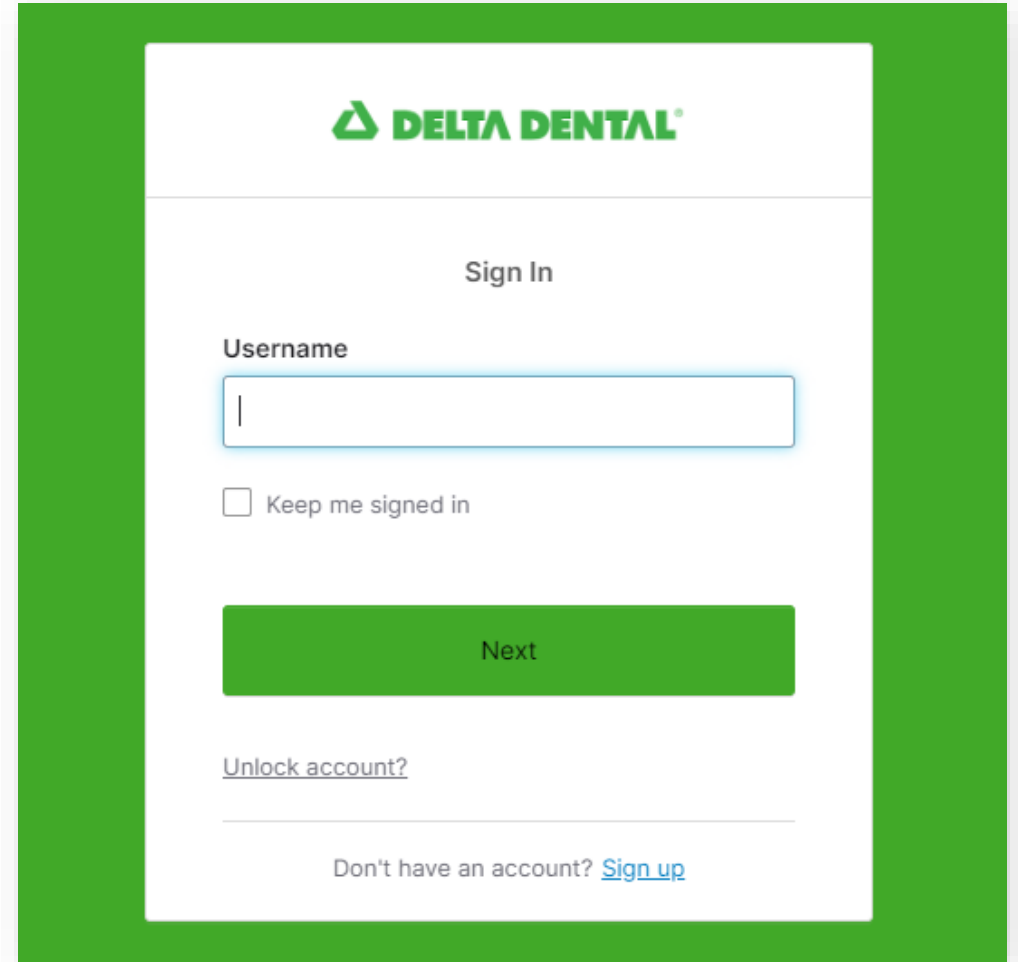
Member Registration

Alternately, members can go here to register: <https://portal.deltadentalma.com>
Please click on “[Sign up or Login](#)”.

The screenshot displays the Delta Dental website interface. At the top right, there are links for accessibility (A A) and navigation: [Find a Dentist](#), [About Us](#), [Contact Us](#), [Trading Partner](#), and [Request a Quote](#). The Delta Dental logo is on the left, followed by the state selection "Massachusetts (Select your state.)" and a search bar with a "Search" button. A green navigation bar contains links for "Dentists", "Members", "Employers", "Brokers", "Dental Plans", and "Your Oral Health". The "Members" section is highlighted, showing a list of links: Login, Getting Started, Your Dental Benefits, Delta Dental Mobile App, Discounts on Covered Services, and Oral Health Blog. The main content area features the heading "Manage your dental plan online" and a paragraph: "Members can view plan benefits, claims, eligibility status, ID card, and more by logging in to our newly enhanced member portal." Below this is a "Reminder!" section stating: "Members who purchased an individual plan directly from us, can also make payments, update payment information, and view payment history on our member portal." A prominent green button labeled "Sign up or Login" is positioned at the bottom of the main content area.

Member Registration

Members who need to register, click on “[Sign Up](#)”.

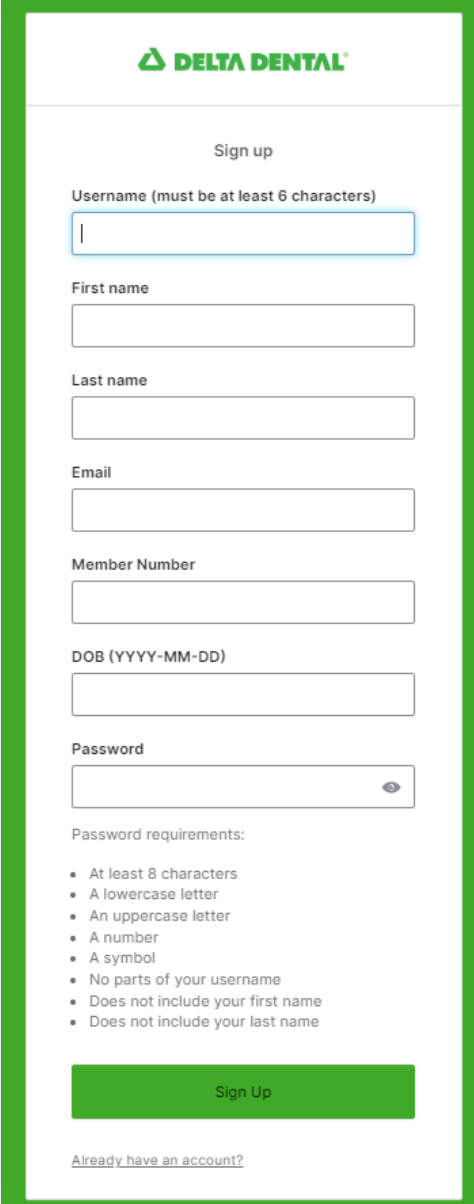


The image shows a screenshot of the Delta Dental website's sign-in page. The page has a white background with a green border. At the top, the Delta Dental logo is displayed. Below the logo, the text "Sign In" is centered. Underneath, there is a "Username" label followed by a text input field. Below the input field is a checkbox labeled "Keep me signed in". A large green button labeled "Next" is positioned below the checkbox. At the bottom of the form, there is a link labeled "Unlock account?". Below the form, there is a horizontal line and a link that says "Don't have an account? [Sign up](#)".

Member Registration

Enter:

- Username (more than 6 characters)
- First name
- Last name
- Email address
- Member number/subscriber number
- DOB (Enter as: YYYY-MM-DD)
- Choose a Password
- Click **Sign Up**



The screenshot shows a web form for Delta Dental member registration. At the top is the Delta Dental logo. Below it is the heading "Sign up". The form contains several input fields: "Username (must be at least 6 characters)", "First name", "Last name", "Email", "Member Number", and "DOB (YYYY-MM-DD)". The "Password" field has a toggle icon for visibility. Below the password field are the "Password requirements:" listed as a bulleted list. At the bottom of the form is a green "Sign Up" button and a link for "Already have an account?".

DELTA DENTAL

Sign up

Username (must be at least 6 characters)

First name

Last name

Email

Member Number

DOB (YYYY-MM-DD)

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name

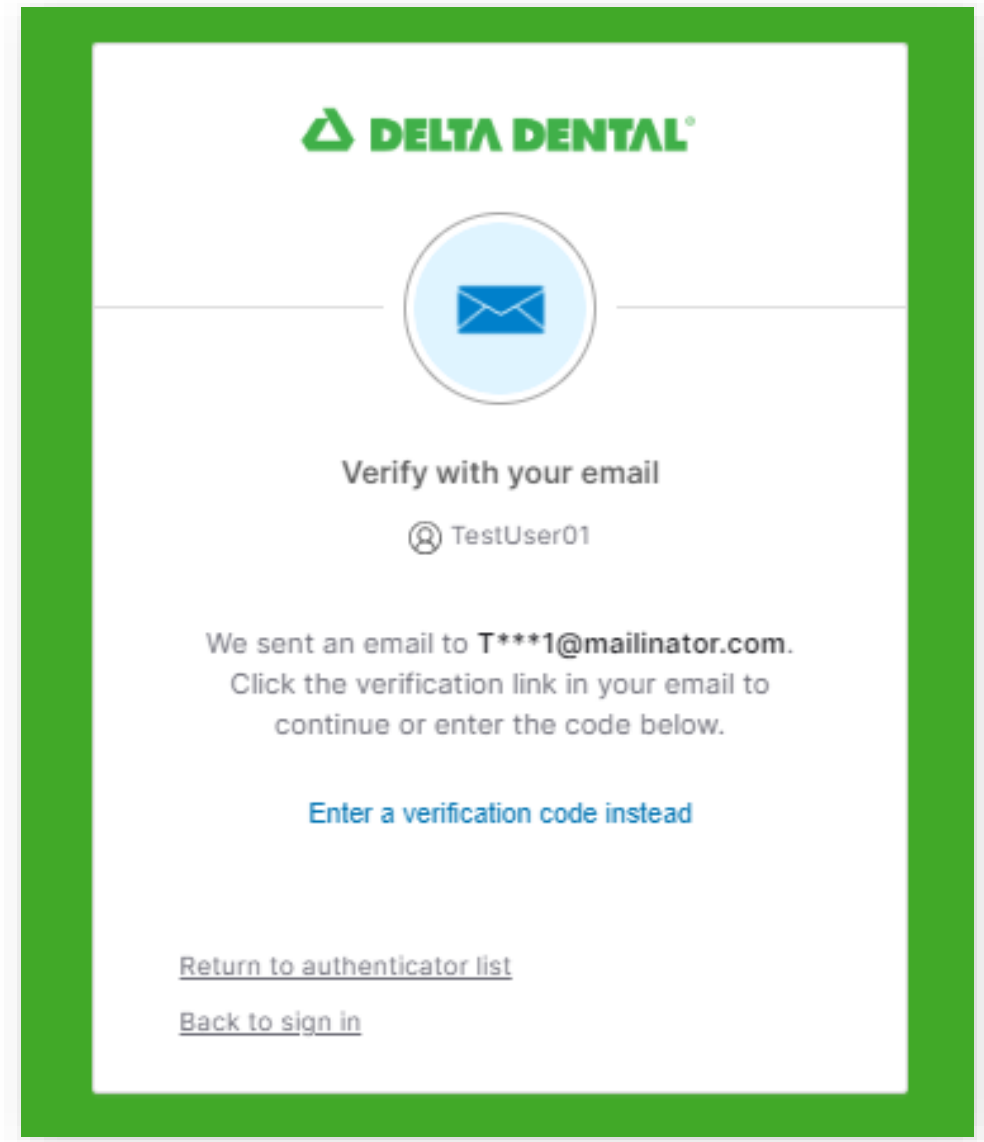
Sign Up

[Already have an account?](#)

Member Registration

Verify with your email

Check the email you entered at registration for the verification code



Member Registration

Check Your Inbox

Copy the verification code or click *Verify your email* button



Welcome to your Member Account!

Hi Elvira,

To finish setting up your account, verify your email by clicking on the button

Verify your email

Or enter the verification code: **425610**

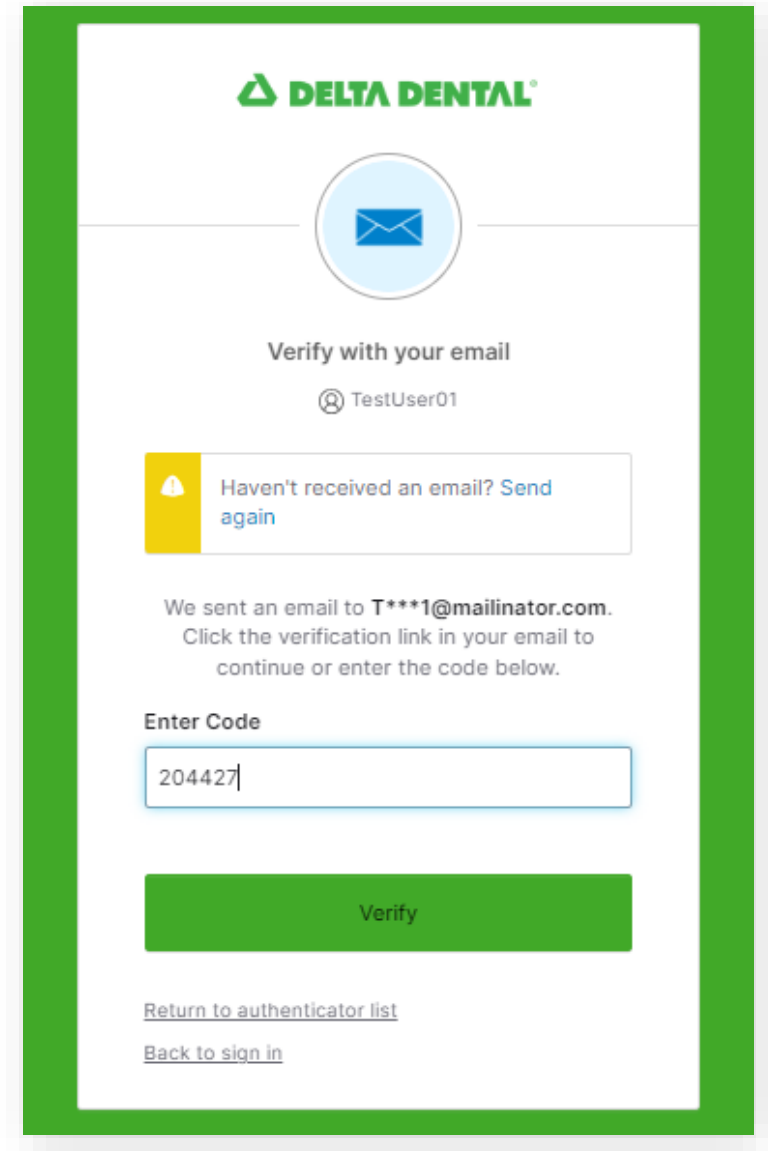
This link and code expires in 5 minutes

This is an automatically generated message. Replies are not monitored or answered. Thank you.

Member Registration

Enter verification code

Enter the code from the email and click the **Verify** button

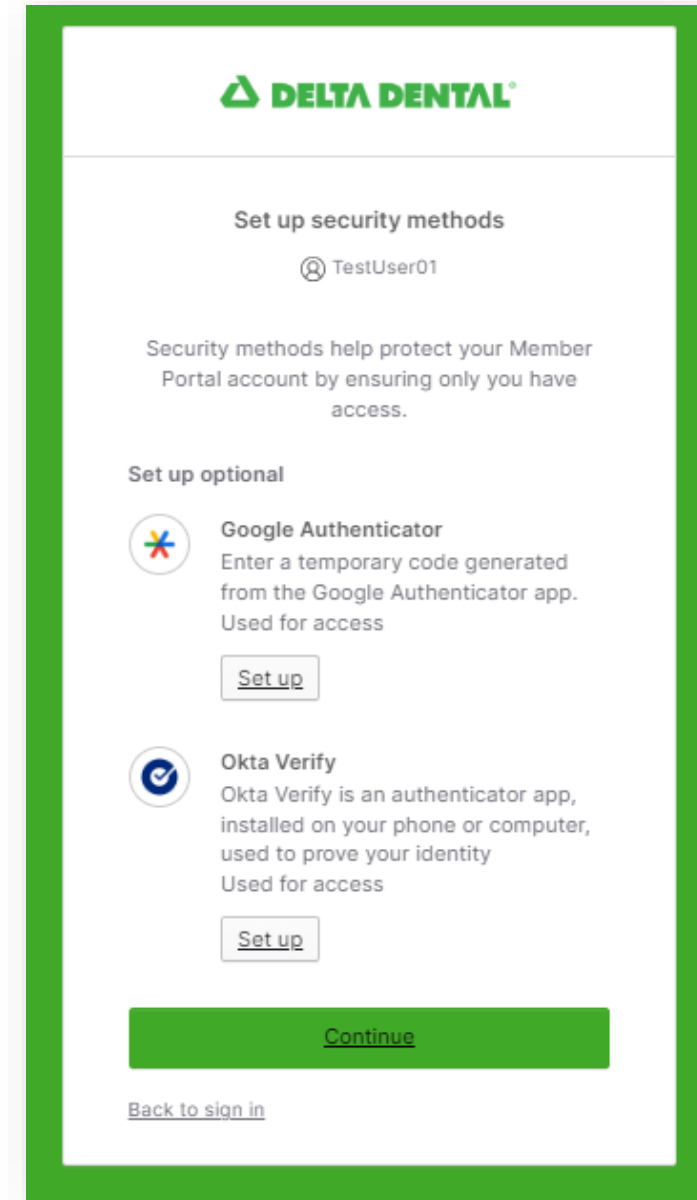


The screenshot shows a verification page for Delta Dental. At the top is the Delta Dental logo. Below it is a blue envelope icon in a circle. The text reads "Verify with your email" followed by the email address "TestUser01". A yellow warning box contains the text "Haven't received an email? Send again". Below this, it says "We sent an email to T***1@mailinator.com. Click the verification link in your email to continue or enter the code below." There is an "Enter Code" label above a text input field containing "204427". A green "Verify" button is at the bottom. At the very bottom, there are two links: "Return to authenticator list" and "Back to sign in".

Member Registration

Multi-Factor Authentication (MFA)

*Choose a MFA option or click
Continue*



The screenshot shows a web interface for setting up security methods. At the top is the Delta Dental logo. Below it, the heading "Set up security methods" is followed by the user identifier "TestUser01". A paragraph explains that security methods help protect the Member Portal account. Under the heading "Set up optional", two options are listed: "Google Authenticator" and "Okta Verify". Each option includes a brief description and a "Set up" button. At the bottom of the main content area is a large green "Continue" button. A "Back to sign in" link is located at the very bottom of the page.


DELTA DENTAL

Set up security methods


TestUser01

Security methods help protect your Member Portal account by ensuring only you have access.

Set up optional

 **Google Authenticator**
Enter a temporary code generated from the Google Authenticator app.
Used for access

[Set up](#)

 **Okta Verify**
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity
Used for access

[Set up](#)

[Continue](#)

[Back to sign in](#)

Terms & Conditions

Click **YES** to agree to the Terms & Conditions and then click **Go to Portal** to access your account

DELTA DENTAL® Massachusetts

Terms and Conditions - Member Web Portal
MEMBER TERMS AND CONDITIONS OF USE

The following is a legal agreement ("Agreement") between you ("Member") and Dental Service of Massachusetts, Inc. d/b/a Delta Dental of Massachusetts ("Delta Dental") which is made effective as of the date electronically agreed to by the Member, as set forth below.

This Agreement details the terms and conditions associated with Member's use of Delta Dental's Member Web Portal ("Web Portal"). These terms and conditions are applicable to Member's use of this Web Portal regardless of how the Web Portal is accessed. By agreeing to the terms and conditions contained in this Agreement, Member acknowledges that he/she has read, understood and agrees to be bound by the terms and conditions herein. This Agreement applies to Member's use of this Web Portal and does not alter or change any other contractual obligations or agreements between the Member and Delta Dental.

1. Web Portal content is provided for informational purposes only.
The information contained within this Web Portal regarding available benefits, eligibility, provider participation and network access is provided for informative purposes only and is subject to change without notice. Delta Dental reserves the right to request specific information from Member's provider prior to issuing a determination on coverage of any service. This Web Portal should not be used or relied upon to make decisions regarding diagnosis or treatment. If you think you have a medical emergency, please contact your provider or 911 where appropriate.

DELTA DENTAL IS NOT LIABLE FOR DAMAGES RESULTING FROM YOUR RELIANCE UPON THE CONTENT OF THIS WEB PORTAL.

Yes, I agree to the terms and conditions of the Delta Dental of Massachusetts Member Web Portal

Go To Portal **Print**

ch our directory of providers available for your plan. The directory search tools allow you to filter locations and services close to

Home Page

Members can navigate the portal using a menu of categories along with the most frequently used features. In the top right there is a button for MMP users to **Single Sign-On** to the **MMP** portal.

The screenshot shows the top navigation bar of the Delta Dental Massachusetts portal. On the left is the Delta Dental logo and the state name 'Massachusetts'. On the right are links for 'English', 'Help', 'Notifications', and 'Judy'. Below this is a secondary navigation bar with 'Overview', 'Benefits', and 'History' on the left, and 'Pay My Bill and Manage My Plan' and 'Find a Dentist' on the right. The main content area features a large 'Welcome, Judy' heading and a sub-header explaining the portal's purpose.

DELTA DENTAL Massachusetts

English ▾ Help Notifications Judy ▾

Overview Benefits History

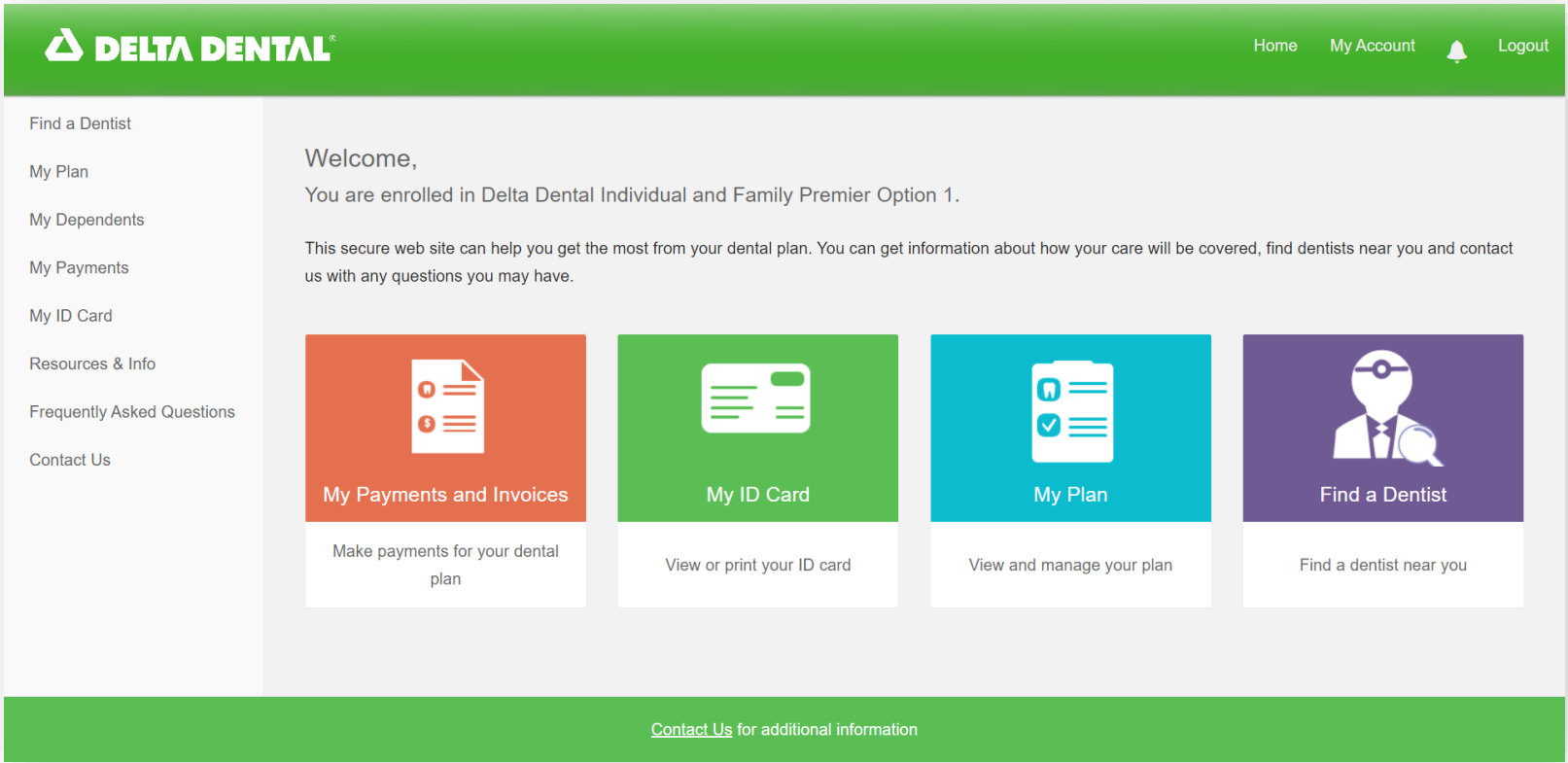
Pay My Bill and Manage My Plan Find a Dentist

Welcome, Judy

On this secure website, you can view and manage your dental plan benefits as well as get information about dental care. We are here to help you.

Account Homepage

MMP account homepage



My Plan

The member's plan coverage description

The screenshot displays the Delta Dental website interface. At the top, the Delta Dental logo is on the left, and navigation links for 'Home', 'My Account', a notification bell, and 'Logout' are on the right. A left-hand navigation menu includes 'Find a Dentist', 'My Plan' (highlighted with a red border), 'My Dependents', 'My Payments', 'My ID Card', 'Resources & Info', 'Frequently Asked Questions', and 'Contact Us'. The main content area shows the breadcrumb 'Home > My Plan' and the title 'Delta Dental Individual and Family Premier Option 1'. Below the title is a paragraph: 'You can check the coverage specifics of your plan below. You can also download or print a summary of your plan. If you have any questions, please contact us.' The plan details are organized into sections: 'Description' (Delta Dental Individual and Family Premier Option 1), 'Annual Max' (Family: \$1000, Individual: \$1000), 'Deductible' (Family: \$150, Individual: \$50), 'Coverage (In Network)', and 'Networks' (Delta Dental Premier, Delta Dental PPO). On the right side, a 'Your Cost' box displays '\$61.75 per month' in green, with an 'Effective Date' of '08/01/2017' and a 'Cancel My Plan' link below it.

My Dependents

Dependents section, which includes spouse as well. They can view or add.

The screenshot shows the Delta Dental website interface. At the top, there is a green header with the Delta Dental logo on the left and navigation links for 'Home', 'My Account', a notification bell icon, and 'Logout' on the right. A left sidebar contains a list of menu items: 'Find a Dentist', 'My Plan', 'My Dependents' (highlighted with a red border), 'My Payments', 'My ID Card', 'Resources & Info', 'Frequently Asked Questions', and 'Contact Us'. The main content area displays the breadcrumb 'Home > My Dependents' and the title 'My Dependents'. Below the title, a message states: 'You can review and update who is covered by your plan below. These changes will go into effect at your next billing cycle.' There are two sections: 'Spouse/Partner' with a '+ Add Spouse/Partner' link, and 'Dependents' with a '+ Add Dependent' link. At the bottom of the page, a green footer contains the text 'Contact Us for additional information'.

My Payments

Indicates recent invoices and payment information. Update your payment and billing information here.

The image displays two screenshots of the Delta Dental 'My Payments' page. The left screenshot shows a table of recent invoices, and the right screenshot shows the 'PAYMENT INFORMATION' section with radio button options for 'Make it easy' and 'I will log in and pay'.

DELTA DENTAL Home My Account 34 Logout

Find a Dentist
My Plan
My Dependents
My Payments
My ID Card
Resources & Info
Frequently Asked Questions
Contact Us

Home > My Payments

My Payments

Listed below are the recent invoices for your dental coverage. You can get detail on past bills and pay invoices that are currently due.

MY INVOICES **PAYMENT INFORMATION**

Invoice Number	Invoice Date	Due Date	Coverage Period	Scheduled Pay Date	Amount	Status	
	OCT 1, 2023	OCT 31, 2023	Jun 1, 2023 to Nov 30, 2023	N/A	\$96.43	Open	View Bill PAY NOW
	AUG 1, 2023	AUG 31, 2023		N/A	\$0.00	REVISED	View Bill
	JUL 1, 2023	JUL 31, 2023	Aug 1, 2023 to Aug 31, 2023	N/A	\$0.00	REVISED	View Bill
	JUN 1, 2023	JUN 30, 2023	Jul 1, 2023 to Jul 31, 2023	N/A	\$0.00	REVISED	View Bill
	MAY 1, 2023	MAY 31, 2023	Jun 1, 2023 to Jun 30, 2023	N/A	\$0.00	REVISED	View Bill
	APR 1, 2023	APR 30, 2023	May 1, 2023 to May 31, 2023	N/A	\$0.00	Paid	View Bill

DELTA DENTAL Home My Account Logout

Find a Dentist
My Plan
My Dependents
My Payments
My ID Card
Resources & Info
Frequently Asked Questions
Contact Us

Home > My Payments

My Payments

Listed below are the recent invoices for your dental coverage. You can get detail on past bills and pay invoices that are currently due.

MY INVOICES **PAYMENT INFORMATION**

You can review and update your payment and billing options below. These changes will go into effect at your next billing cycle. Please note: Some features may only be changed at your annual plan renewal.

When you are done, click the Save Changes button to submit those changes.

Payment Preferences

Make it easy
Pay my bill automatically each time it is due.

I will log in and pay
I want to log into my account and pay each time a bill is due.

Plan Renewal

Make it easy
Renew my plan automatically every 12 months.

I will log in and renew
I want to log into my account and renew my plan after 12 months.

My ID Card

Member can print, download or view their ID card here.

DELTA DENTAL Home My Account Logout

Find a Dentist
My Plan
My Dependents
My Payments
My ID Card
Resources & Info
Frequently Asked Questions
Contact Us

Home > My ID Card

My ID Card

Print or view a copy of your member ID card.

DELTA DENTAL Delta Dental Premier

Subscriber Name:
Subscriber Number:
Group Number:

Delta Dental Phone Numbers
Customer Service: 800-872-0500
Fax: 617-886-1199
Website: www.deltadentalma.com

To Plan Subscriber:
This identification card provides you with information your dentist will need to set up a patient information record for you or one of your eligible dependents for billing purposes.

This card does not guarantee that your coverage is currently in effect. To obtain full extent of benefits, you must receive services from a dentist who participates in your plan network.

Submitting Claims
Delta Dental of Massachusetts, PO Box 2907, Milwaukee, WI 53201-2907

Delta Dental of Massachusetts PPO, Premier and DeltaCare insurance products are offered by Dental Service of Massachusetts, Inc.

[DOWNLOAD ID CARD](#) [PRINT ID CARD](#)

Resources & Info

Additional resources and information

The screenshot shows the Delta Dental website interface. At the top, there is a green header with the Delta Dental logo on the left and navigation links for Home, My Account, and Logout on the right. A left sidebar contains a list of menu items: Find a Dentist, My Plan, My Dependents, My Payments, My ID Card, Resources & Info (highlighted with a red border), Frequently Asked Questions, and Contact Us. The main content area displays the breadcrumb 'Home > Resources & Info' and the heading 'My Resources'. Below this, there is introductory text stating that additional resources and documents are listed, and that good oral health has a significant impact on overall health. A section titled 'Quizzes' follows, listing three items: 'Diet analysis' with a link to a dental vocabulary dictionary, 'Oral Health IQ' with a link to a knowledge quiz, and 'Assess what your dental health risk is' with a link to a survey.

DELTA DENTAL Home My Account Logout

Find a Dentist
My Plan
My Dependents
My Payments
My ID Card
Resources & Info
Frequently Asked Questions
Contact Us

Home > Resources & Info

My Resources

Listed below are some additional resources and documents that are important to your plan.

At Delta Dental of Massachusetts, we know that good oral health means more than just healthy teeth. Good oral health has a tremendous impact on your entire body. You can access our full range of resources to help you make the most of your plan, as well as get and stay healthy.

Quizzes

- Diet analysis
 - The old saying goes, you are what you eat. This is true both for your body, but also for your mouth! See how your diet can impact your dental health:
 - Link: <http://www.deltadentalma.com/your-oral-health/dental-vocabulary-dictionary/diet-analysis/>
- Oral Health IQ
 - Think you are a dental health expert? Test your knowledge with or oral health quiz.
 - Link: <http://www.deltadentalma.com/your-oral-health/oral-health-quiz/>
- Assess what your dental health risk is
 - The better your oral health is, the healthier you are. MyDentalScore.com, a free and confidential survey, gives you a clear picture of the health of your teeth and gums and how it can impact your overall health.
 - Link: <https://emds.previser.com/delta-z968he>

FAQ

A general list of Frequently Asked Questions

The screenshot shows the Delta Dental website's Frequently Asked Questions page. The top navigation bar is green with the Delta Dental logo on the left and links for Home, My Account, a notification bell, and Logout on the right. A left sidebar contains a list of menu items: Find a Dentist, My Plan, My Dependents, My Payments, My ID Card, Resources & Info, Frequently Asked Questions (highlighted with a red border), and Contact Us. The main content area has a breadcrumb trail 'Home > Frequently Asked Questions' and a title 'Frequently Asked Questions'. It features three questions with answers:

- Do I get to pick my own dentist? What if I want to change dentists?**
Yes, you may choose any dentist from your extensive network of qualified dentists and dental clinics. You are free to change your dentist at any time. It is important that you know and understand the type of network you have. You can get more information about your plan in the [My Plan](#) section and you can find network dentists using the [Find a Dentist](#) tool.
- Can I go to a dentist who is not in the network?**
Yes, but you will not receive network discounts on services you receive, so your out-of-pocket costs may be higher, depending on the dentist's fees and policies. You should check with your dentist before beginning care.
- How can I tell if a dentist is in my network?**
You can find a network dentist, or check if your current dentist is in the network, by using our [Find a Dentist](#) tool, or [Contacting Us](#).

Contact Us

General Contact Us page, with email, phone, mailing address

The screenshot shows the Delta Dental website's 'Contact Us' page. The header is green with the Delta Dental logo on the left and navigation links for 'Home', 'My Account', a notification bell, and 'Logout' on the right. A left sidebar contains a list of menu items: 'Find a Dentist', 'My Plan', 'My Dependents', 'My Payments', 'My ID Card', 'Resources & Info', 'Frequently Asked Questions', and 'Contact Us'. The 'Contact Us' item is highlighted with a red border. The main content area features a breadcrumb trail 'Home > Contact Us', a 'Contact Us' heading, and a section titled 'General Contact Information'. This section includes three contact methods: 'Reach us via Email' with the address 'customer.care@deltadentalma.com', 'Reach us by telephone' with hours 'Monday - Friday, 8:00 a.m. to 8:00 p.m. EST.' and the toll-free number '(800) 872-0500', and 'Reach us via mail' with the address 'Delta Dental of MA, 465 Medford Street, Ste 400, Boston, MA 02129-1454'. A green footer bar at the bottom contains the text 'Contact Us for additional information'.

My Account

Includes:

- Member Contact Information
- Communication Preferences
- Billing/Payment Preferences
- Update User Profile (Change PW & Security Questions)

The screenshot shows the 'My Account' page with the 'CONTACT INFORMATION' tab selected. The page contains a form for updating contact details. The form fields are: First Name, Last Name, Home Phone, Cell Phone, and Communication Email. A 'SAVE CHANGES' button is visible at the bottom right of the form area.

The screenshot shows the 'My Account' page with the 'PAYMENT/BILLING PREFERENCES' tab selected. The page contains a form for updating payment and billing options. The form includes sections for 'Payment Preferences' and 'Plan Renewal'. Under 'Payment Preferences', there are two radio button options: 'Make it easy' (Pay my bill automatically each time it is due) and 'I will log in and pay' (I want to log into my account and pay each time a bill is due). Under 'Plan Renewal', there are two radio button options: 'Make it easy' and 'I will log in and renew'. A 'SAVE CHANGES' button is visible at the bottom right of the form area.

The screenshot shows the 'My Account' page with the 'COMMUNICATION PREFERENCES' tab selected. The page contains a form for updating communication preferences. The form includes a section for 'Communication Preferences' with the text 'I would prefer to be communicated with via:' and two radio button options: 'E-Mail' (selected) and 'Mail'. A 'SAVE CHANGES' button is visible at the bottom right of the form area.

The screenshot shows the 'My Account' page with the 'UPDATE USER PROFILE' tab selected. The page contains a form for updating user profile information. The form includes a section for 'Update User Profile' with the text 'The protection of your privacy account is important to us. You can easily manage the security of your account by clicking on either the options below.' and two bullet points: 'Update or change the password you use to access your account here.' and 'Update the answers to your security questions here. These questions and answers will be used if you are ever locked of your account and need to reset your password.' A 'SAVE CHANGES' button is visible at the bottom right of the form area.