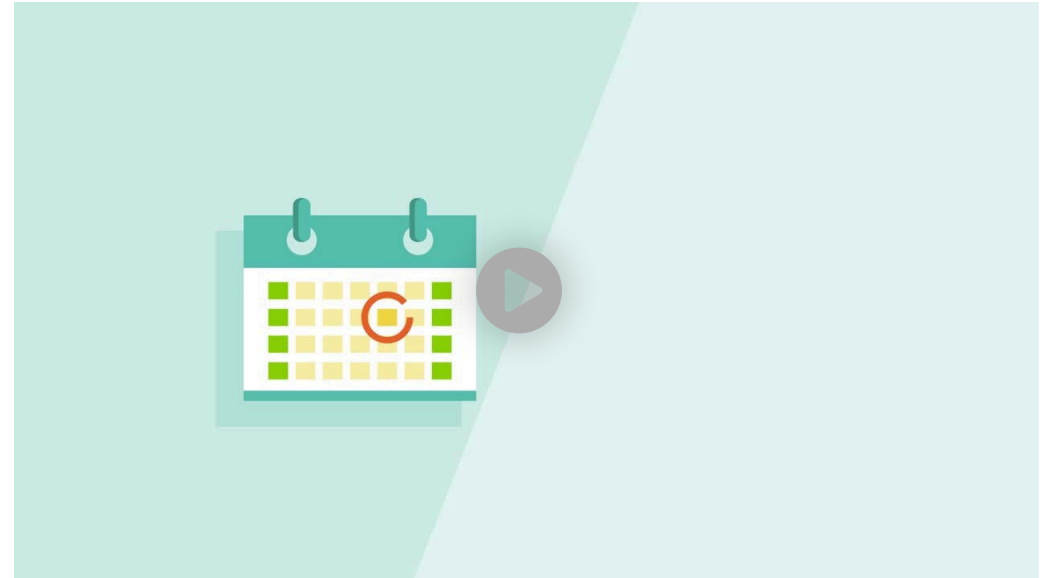




DENTAL

Click [here](#) to watch a short video on how your coverage through Delta Dental® will keep you and your teeth healthy.



[Video Transcript](#)

All SCAN plans provide the medically needed dental services that are covered by Original Medicare.

Many SCAN plans cover comprehensive dental within your plan benefits which includes preventive care like x-rays, exams and routine cleanings as well as procedures like fillings, root canals and bridges.

And most SCAN plans offer the option to sign up for PPO dental coverage as well as other optional supplemental plans at an additional monthly premium. SCAN offers dental coverage through Delta Dental.

Check your [Evidence of Coverage](#) to see exactly what your plan includes.

If you've already signed up for one of the dental plans, you'll have received a letter from Delta Dental with the name of your dentist. You can change to another dentist that is part of the DeltaCare USA network at any time. To do so, call Delta Dental.

Want step-by-step support for your first visit? The [First Appointment Checklist](#) has useful tips to help you get the most out of your visit and your dental benefits. Print it out or view it online.

CONTACT DELTA DENTAL

To speak to a Delta representative, call: 1-855-830-6583 (TTY: 711), Monday through Friday, from 5 a.m. to 6 p.m.

[Visit The Delta Dental website](#)

FREQUENTLY ASKED QUESTIONS ABOUT THE DENTAL BENEFIT

Q: I have a Delta Dental plan through SCAN. Can I go to any Delta Dental dentist?

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It all depends on the plan you have.

- *Do you have a Dental HMO (DHMO) plan?* Most members do—exceptions: if you added the optional PPO plan, or you belong to SCAN MyChoice (HMO). Dental HMO members need to choose a dentist from the DeltaCare USA network.
- *Are you a member of SCAN MyChoice or did you add the optional Dental PPO plan?* You can choose a dentist from the Delta Dental PPO network and take advantage of pre-set copays and unlimited covered services. See the question below for more information, including using out-of-network dentists.

Q: How does the optional PPO dental plan work? Can I see dentists outside the Delta Dental network?

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With the optional PPO dental plan, you have choices.

When you use dentists in the Delta PPO network:

- You'll receive services at pre-set copays.
- There are no limits to the number of covered services you can receive each year.

You can also choose to see ANY licensed dentist. But there are a few important things to remember:

- If you use a dentist who is not in Delta's PPO network, know that their fees may be higher because they have not agreed to the in-network fees.
- There is an annual limit for services when seeing out-of-network dentists.

Q: I don't see the optional PPO dental plan listed in my Evidence of Coverage (EOC). Can I choose it anyway?



The PPO dental option is available in some SCAN plans, but not all of them. You can only choose a PPO dental plan if the benefit is offered in your [Evidence of Coverage](#).

Quickly find all your plan information in your [SCAN online member account](#).

Q: How do I enroll in one of the optional supplemental Delta Dental plans such as the Basic, Enhanced or Essential Dental HMO plans or the PPO plan?



First, check your [Evidence of Coverage](#) for the supplemental dental benefit options available in your SCAN plan.

Once you're ready to enroll in a dental plan, you will need to complete and submit a Delta Dental enrollment form. You can contact SCAN Member Services for a copy of the enrollment form.

- *If you're new to SCAN*, you can enroll in Delta Dental at the same time you signed up with SCAN or within two calendar months of the day your SCAN coverage starts.
- *If you're already a SCAN member and not currently enrolled in a supplemental dental plan*, you can enroll in a Delta Dental plan from October 15 to December 31.

After SCAN receives your completed dental enrollment form, your dental coverage will usually start on the first of the following month. For example, if we receive your completed dental enrollment form on February 15, you can start using your supplemental dental benefits on March 1.

Q: How can I find a dentist? Or change to a new one?



You can find a new dentist in the Delta Dental network by using the “Find a Dentist” search tool on the [Delta Dental website](#). You can use the tool to search by distance, location, dentist name, practice name or keyword.

If it’s easier, you can call Delta Dental Customer Service at 1-855-830-6583 (TTY: 711) for help finding a dentist in their network.

Once you’ve selected a new dentist—or if you need help finding one—call Delta Dental Customer Service at 1-855-830-6583 (TTY: 711) to make your new dentist official.

Remember, you can choose a different dentist at any time.

Q: I already have a dentist. How can I find out if my dentist is available through Delta Dental?

There are three ways to find out if your dentist is in the Delta Dental network:

1. Ask your dentist’s office staff if they are part of Delta Dental’s “DeltaCare USA” plan.
2. Use the “Find a Dentist” tool on the [Delta Dental website](#) to search for your dentist's name.
3. Call Delta Dental Customer Service at 1-855-830-6583 (TTY: 711).

Q: How do I get my Delta Dental ID card?

If you’re new to Delta Dental, you will receive a welcome letter along with your ID card. The letter will let you know the name of your assigned dentist. Please make sure the name on the letter is correct. If not, please call Delta Dental Customer Service right away and let them know.

If you’re an existing Delta Dental member, you’ll get a new card if your dentist changes. Otherwise, you won’t get a new card unless ask for another one.

If you would like a copy of your ID card, you can:

- Log into your Delta Dental online account. Through your online account, you can view a printable copy of your ID card 24/7. (If you haven’t registered for your Delta Dental online account, [click here](#) and follow the instructions to sign up.)
- Call Delta Dental Customer Service at 1-855-830-6583 (TTY: 711). They will be happy to send you a new card by mail.

Q: Where can I find my Delta dental benefits?

Your Delta Dental benefit booklet lists all the services covered by your plan by code, description and copayment. You can find your Delta Dental benefit booklet [here](#).

If you have questions about your Delta Dental benefit booklet, please call Delta Dental Customer Service at 1-855-830-6583 (TTY: 711).

Q: What will happen at my first appointment at a Delta Dental office?

Your first visit is an evaluation appointment. This is so you can meet the dentist and the office staff to make sure you feel comfortable with them.

During this first appointment, you can expect the dentist to:

- Do a thorough dental exam. This may include x-rays and/or a routine cleaning.
- Review a recommended treatment plan with you. The treatment plan should include all the services your dentist thinks are best for you, along with their codes and costs.

In your treatment plan, your dentist may recommend procedures that aren't covered as part of your Delta Dental benefits. If you're concerned about the cost, ask your dentist to list the procedures in order of importance. That way, you can better understand and plan for your expenses.

Once you've considered the treatment plan from your dentist, you can decide whether to schedule a follow-up appointment for any of the recommended care. Remember, you have the right to refuse any procedure for any reason, whether it's included in your Delta Dental benefits or not.

Want step-by-step support for your first visit? The [First Appointment Checklist](#) has useful tips to help you get the most out of your visit and your dental benefits. Print it out or view it online.

Q: My dentist recommended an expensive procedure that I'm not sure I need. What can I do?

It's important that you feel comfortable with the care you receive. You have several options if you're concerned about the cost of a recommended procedure or whether it's necessary:

1. Ask your dentist if there's a less expensive procedure option available.
2. Ask for a second opinion. Call Delta Dental at 1-855-830-6583 (TTY: 711) to ask if they will approve a second opinion.
3. You always have the right to refuse any procedure for any reason, whether it's included in your Delta Dental benefits or not.
4. If you don't agree with the treatment plan or the cost, don't get treatment and don't sign an agreement. Otherwise, you may be responsible for the cost. Instead, have your treatment plan handy and call Delta Dental.

Q: I haven't been to the dentist in several years, but my teeth feel fine. Why should I go now?



Your teeth might look and feel fine but there could be hidden problems that need attention. Catching problems early, before they can become bigger issues, can help you avoid unnecessary pain and expense.

Outside of daily care, the best way to avoid more expensive and painful dental problems is to see your dentist regularly.

Q: I've changed my mind and don't want the dental benefit anymore. How can I disenroll from Delta Dental?



Many SCAN plans include dental coverage at no cost to you. If you have added an optional supplemental dental plan, you may cancel it at any time. Canceling your dental coverage **will not** disenroll you from your SCAN plan.

To disenroll from your optional dental plan:

- Call SCAN Member Services to begin the disenrollment process. You can find their number on the back of your SCAN ID card.
- Your enrollment in the dental plan will end on the first of the month following when we received your disenrollment request. For example, if we receive your request on July 15, your dental coverage will stop on August 1.
- Continue to pay your supplemental dental premium until your cancellation takes effect.

Important to know: If we receive your request after the last day of the month, you will need to pay your dental premium for the following month. So, if we receive your request on August 1, you will still need to pay your dental premium for August.

Q: What happens if I don't pay my supplemental dental premium?



If you don't pay your supplemental dental premium, you may be disenrolled from your dental plan as well as your SCAN medical benefit. If this happens, you will be returned to Original Medicare and may not be able to re-enroll with SCAN until the next annual enrollment period.

We will notify you by mail before we disenroll you, so you have time to make any owed payment.

If you need to stop your supplemental dental plan, it's important that you continue to pay your supplemental dental premiums until you are officially disenrolled from the dental benefit. Please call SCAN Member Services as soon as you decide to end your dental plan.

Q: What if I change my mind and want to re-enroll in the dental benefit again?



You may enroll in the dental benefit again during the next Medicare Annual Enrollment Period, which runs from October 15 to December 31 each year.

View more benefits beyond Original Medicare 



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SCAN Health Plan is an HMO plan with a Medicare contract. Enrollment in SCAN Health Plan depends on contract renewal. SCAN Health Plan also contracts with the California Department of Health Care Services for Medicare/Medi-Cal eligible beneficiaries. [Click here to read the full disclaimer.](#)

