

Welcome to the Delta Dental of Kentucky Integrated Customer Assistance (ICA) Service

Using a touch-tone phone you can immediately access:

- Member Eligibility
- Dependent Information
- Verify Member Benefits
- Claim Status
- Maximums and Deductibles used to date

Our Special Voice Mail Option allows you to:

- Request a new ID card
- Request enrollment or claim form(s)

Plus, you can receive provider information by fax.

Information at your fingertips, 24 hours a day, every day by calling 1-800-955-2030!

If you are calling during regular business hours and need additional assistance or using a rotary phone, you have the option to speak with a customer service representative directly. Regular business hours are Monday through Friday, 8:00 a.m.- 5:30 p.m. Eastern Standard Time.

To meet our growing customer needs, our Representatives now have access to over 150 languages through an over-the-phone interpreter.

Delta Dental's ICA Service is so quick and easy to use.

Here's how it works:

When you call 1-800-955-2030, the ICA Service will answer your call.

Here are the options you will be given when you call:

MEMBER ELIGIBILITY – Press 1

BENEFIT VERIFICATION – Press 2

CLAIM STATUS – Press 3

OTHER OPTIONS – Press 4

TO SPEAK TO A CUSTOMER SERVICE REPRESENTATIVE – Press 0

TO REPEAT THIS MENU – Press #

By pressing 1, you will hear:

MEMBER ELIGIBILITY

Hear information about a specific member or dependent based on social security number and member's last name.

- member's contract effective and/or cancel dates

Dependent Eligibility

- dependent's first name
- date of birth
- effective and/or cancel dates

By pressing 2, you will hear:

BENEFIT VERIFICATION

You may verify group benefits on a member.

By pressing 3, you will hear:

CLAIM STATUS

- check the status of a claim based on member's ID number, date of birth and service date
- pre-determinations
- approval or denial
- estimate of payment
- deductibles and maximums used to date

By pressing 4, you will hear:

OTHER OPTIONS

- For Delta Dental's mailing address – Press 1
- To receive participating provider information by fax – Press 2
- To request a new ID card, enrollment form or claim form – Press 3
- For student verification information – Press 5
- To make internet password changes – Press 6

PLEASE NOTE:

Groups have the ability to change a member's eligibility and coverage at any time and may make them retroactive to specific dates. Therefore, we cannot guarantee payment for services rendered based on the information you receive from Delta Dental's ICA Service or from one of our representatives.

