

# Welcome to the Delta Dental Plan 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.

## 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

**DEDUCTIBLE & MAXIMUM STATUS** – Press 4

**OTHER OPTIONS** – Press 5

**TO REPEAT THIS MENU** – Press 6

### 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:

#### **DEDUCTIBLE & MAXIMUM STATUS**

You may check the status of deductibles and maximums for claims processed to date per member.

### By pressing 5, you will hear:

#### **OTHER OPTIONS**

- speak directly to a customer service representative by pressing "0" at this time (Representatives are available during regular business hours, Monday through Friday, 8:00 a.m.-5:30 p.m. EST)

Our special voice mail box allows you to:

- request a new ID card
- request an enrollment form
- request a claim form
- receive participating provider information by fax

#### **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.



Delta Dental Plan of Kentucky

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