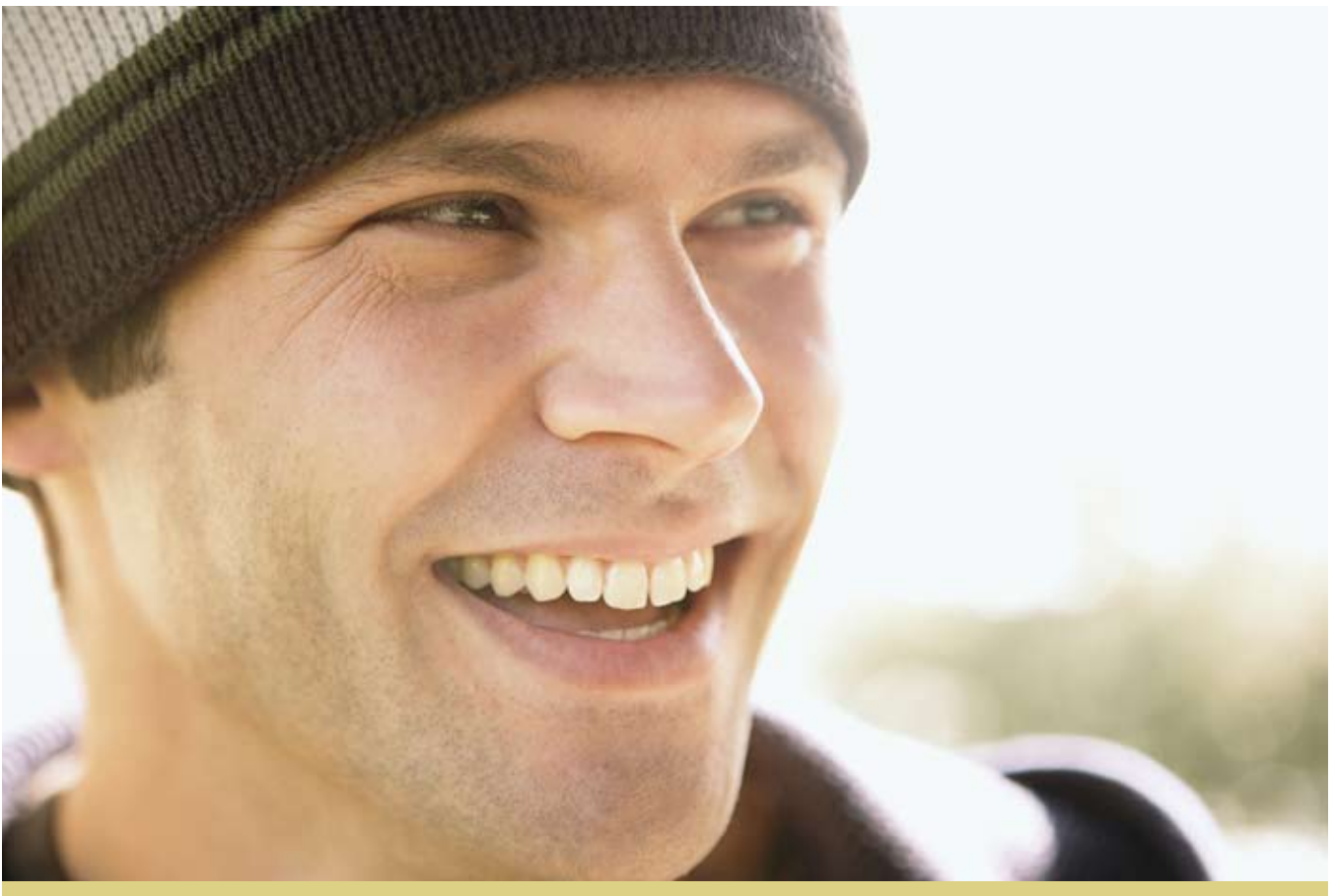


Evidence-Based Dentistry



Frequently Asked Questions Regarding
Delta Dental of Illinois' Enhanced Benefits Program

Oral health meets overall health.

What is evidence-based dentistry?

Evidence-based dentistry is a set of principles and methods intended to ensure that clinical decisions, guidelines and other types of policies are based on good evidence of effectiveness and benefit.

Will there be other evidence-based plan design recommendations in the future?

Probably. Scientific understanding of the issues continues to grow. We will not rush to add options that are not solidly grounded in science, but we will monitor research and discussion within the dental science community and develop plan options that reflect consensus among those experts.

What makes Delta Dental of Illinois' Enhanced Benefits Program special?

Delta Dental of Illinois' Enhanced Benefits Program integrates medical and dental care. The program customizes benefits at the individual level, offering additional services to individuals who have specific health conditions (diabetes, pregnancy, or serious periodontal conditions) that can be positively affected by additional care.

How do I know if my group offers Delta Dental of Illinois' Enhanced Benefits Program?

You can determine eligibility for the program through the Subscriber Connection on Delta Dental of Illinois' Web site at www.deltadentalil.com. If you are not already registered, you will need to register. Registration is required to protect the confidentiality of your personal health information. To register you need to:

- Enter the primary subscriber's first and last name (the name must appear exactly as your employer entered it during enrollment, e.g., "Bob" may be "Robert"), subscriber ID or Social Security number (enter number with no dashes) and date of birth (enter two-digit month, two-digit date and four-digit year with dividers, e.g., 03/15/1984).
- Select a user name and password.
- Delta Dental of Illinois will send you a confirmation via email.
- Log on using your user name and password. Through the Subscriber Connection, you can also access claim, benefit and eligibility information, as well as print an ID card.

How do I enroll?

- Go to the home page of Delta Dental of Illinois' Web site at www.deltadentalil.com.
- Click on the Subscriber section.
- Click on the "Enhanced Benefits Program" link. You must be a registered user of the Subscriber Connection to enroll for an enhanced benefit. Registration is easy. (See instructions in the previous question.)
- After you have successfully logged in, you will be able to enter or update the small amount of health information required to qualify for extra benefits for yourself or dependents. You and/or your dependents will be immediately eligible for those benefits.
- You may also enroll by phone by calling Delta Dental of Illinois' Customer Service department at 800-323-1743. Hours are 7:30 a.m. to 5:00 p.m. Central Time.

If I have multiple conditions (e.g. diabetes and pregnancy), can I select both?

Yes. You can select multiple conditions.

How do you know the individual actually has the condition he/she indicates?

There is no real incentive for an individual to falsify information using the self-enrollment feature of Delta Dental of Illinois' Enhanced Benefits Program. The slight risk of an individual falsifying a health condition to gain additional Delta Dental of Illinois' Enhanced Benefits Program coverage is far outweighed by the advantages it offers over other mechanisms, such as passive enrollment based on medical claims.

To further ensure the integrity of the program, Delta Dental will randomly audit Delta Dental of Illinois' Enhanced Benefits Program health history information provided by enrollees with health history information on file with their attending dentist.

How do you know when a pregnancy term expires?

You (or your dentist) enter the due date at the time of enrollment. Our system will automatically end the eligibility for the enhanced benefits on that date, though claims submitted later with dates of service that fall during the pregnancy period will continue to be processed and paid.