

## Delta Dental – Virtual Visits delivered by TeleDentistry.com

Delta Dental of Iowa members now have access to TeleDentistry.com. These virtual visits are a safe and effective way to receive dental care.

Use Delta Dental – Virtual Visits when you:

- Have a dental emergency and do not have a regular dentist.
- Need access to a dentist after hours if your dentist is not available.
- Need to consult a dentist while traveling and you don't have a dentist.

Teledentistry is already included in your existing dental coverage and counts as one oral examination under your plan.\*

To use Virtual Visits, go to [deltadentalia.com/emergency](https://deltadentalia.com/emergency) or call **866-302-0443**. For more information on how to access services, see the questions below.

\*TeleDentistry.com services are only available to current Delta Dental of Iowa members. A TeleDentistry.com consultation counts as a regular exam under your dental plan. Medicaid, Dental Wellness Plan and Hawki members do not have coverage for TeleDentistry.com visits at this time.

### Frequently Asked Questions

#### How does a teledentistry visit work?

Using your smartphone, computer or phone, the TeleDentistry.com dentist will provide an initial consultation and can write prescriptions when appropriate. If additional dental care is needed, your dentist will receive notes on your consultation with TeleDentistry.com. If you do not have a dentist, TeleDentistry.com can refer you to a Delta Dental network dentist for definitive diagnosis and treatment.

To get started, visit [deltadentalia.com/emergency](https://deltadentalia.com/emergency) or call **866-302-0443**. Once you contact TeleDentistry.com, you will follow the steps below:

1. Log in to the Delta Dental - Virtual Visits patient portal.
2. Fill out your e-documents.
3. Take photos of the problem area.
4. Connect with a TeleDentistry.com dentist and begin.

#### What should I do in a dental emergency?

If you have a dental emergency, it is best to start with your regular dentist. Most dentists will have an emergency number or after business hours instructions. If your dentist is not available or you are traveling and cannot find a dentist, visit [deltadentalia.com/emergency](https://deltadentalia.com/emergency) or call **866-302-0443** to get started with a Virtual Visit.

Teledentistry is meant to supplement your current dental plan and should be used after business hours, on holidays and weekends, or when experiencing a dental emergency and your regular dentist is not available.

### **Will Delta Dental cover my TeleDentistry.com visit?**

Yes, in most cases, your TeleDentistry.com visit will be counted as one oral examination under your plan. If your plan includes two exams covered at 100% per benefit year, and you receive one teledentistry consultation, you now have one exam remaining.

At this time, Virtual Visits are not available for Medicaid, Dental Wellness Plan or Hawki members.

### **Is it better to call my dentist or use TeleDentistry.com in an emergency?**

It is always best to start with your local dentist should you have a dental emergency. Your dentist will most likely have an after-hours message that will assist you on what to do next. If you are traveling or your dentist is not available, then TeleDentistry.com may be a good option for you.

After your Virtual Visit, the TeleDentistry.com dentist will share any consultation notes with your dentist if further treatment is needed. If you do not have a regular dentist, TeleDentistry.com can help you find a Delta Dental in-network dentist for further treatment.

### **How do I get connected with the Delta Dental - Virtual Visit?**

To get started, visit [deltadentalia.com/emergency](https://deltadentalia.com/emergency) or call **866-302-0443**. Once you contact TeleDentistry.com, you will follow the steps below:

1. Log in to the Delta Dental - Virtual Visits patient portal.
2. Fill out your e-documents.
3. Take photos of the problem area.
4. Connect with a TeleDentistry.com dentist and begin.

### **What happens if I need additional treatment after initial consultation?**

Once you have your Virtual Visit, the TeleDentistry.com dentist will share any consultation notes with your dentist if further treatment is needed. If you do not have a regular dentist, TeleDentistry.com can help you find a Delta Dental in-network dentist.

### **Can I get a prescription if I have a Virtual Visit?**

Depending on your consultation and recommended treatment, your TeleDentistry.com dentist can provide you a prescription to prevent infection or reduce pain. The TeleDentistry.com dentist cannot prescribe controlled substances or write international prescriptions.