



The State of New Mexico Group Benefits Health Plan

Dental Administered by: [Delta Dental of New Mexico](#)
Plan Year: [January - December 2021](#)



Welcome to Delta Dental

- **Local Albuquerque Customer Service**
- **Fast/responsive claim processing**, offering provider electronic claims submission
- Delta Dental **supports organizations and charities across NM**
- We are part of **Your Community**

YOUR LOCAL DENTAL PLAN

Providing Dental
Benefit Plans to
New Mexico Families
since 1971

Supporting Our New Mexico Communities

By creating more smiles, Delta Dental hopes to improve health and enhance lives across the state of New Mexico

And this requires more than providing exceptional dental benefits. That's why we make it a priority to support groups, organizations and charities with the goal of building healthier, happier communities. From ensuring children have meals available through the state, to supporting New Mexico's universities and community colleges, Delta Dental of New Mexico engages with communities across the state to help them thrive, no matter what comes their way.

Delta Dental of New Mexico is proud to support many communities & organizations including:




- American Heart Association
- Albuquerque Health Care for the Homeless
- CNM Community Dental Health Coordinator Program
- New Mexico Appleseed
- New Mexico State University Dental Hygiene Program
- New Mexico United Soccer Sponsorship
- Rethink Your Drink
- School-Based Dental Clinics
- Special Olympics & many more!

COVID-19 Support

Delta Dental of New Mexico has been working to support nonprofits and health centers across the state during the COVID-19 pandemic including the following:

- NB3 Foundation COVID-19 Response Fund
- Presbyterian Healthcare Foundation COVID-19 Response Fund
- Pueblo Relief Fund
- UNMH COVID-19 Emergency Relief Fund

Delta Dental Network Overview

PPONew Mexico	Delta Dental PPO	Find a Dentist
<p data-bbox="239 344 715 448">In-Network providers in New Mexico</p>  <p data-bbox="107 694 843 782">2,302 points of access, more than 95% of specialists participating</p>	<p data-bbox="963 344 1360 425">In-Network providers outside of New Mexico</p>  <p data-bbox="945 694 1378 782">Nationally, almost 282,000 points of access</p>	<p data-bbox="1513 344 2397 376">To maximize you benefits, use In-Network dentists</p>  <p data-bbox="1735 694 2181 782">Online dentist search at www.deltadentalnm.com</p>

Patients will not be billed for any amount over the **Delta Dental Maximum Approved Fees**. Always review your EOB for the Approved Fee maximums. Participating providers adhere to higher benefit levels and important member protections apply.

Out-of-network dentists do not agree to the same discounts, resulting in higher out-of-pocket costs & lower benefits. SAVE MONEY, STAY IN-NETWORK!

Delta Dental Benefits Overview

- **Calendar Year Deductibles**
 - **\$50.00** per enrolled person
 - **\$150.00** total per family
 - Deductible does not apply to Diagnostic & Preventive Services or Orthodontic Services
- **Benefit Annual Maximum - Calendar Year**
 - **\$1,750.00** per enrolled person per calendar year
- **Orthodontic Lifetime Maximum**
 - Children – up to 18th birthday
 - Plan Pays 75%, up to a **\$2,000 lifetime** maximum
 - Adults – age 18 and over
 - Plan Pays 60%, up to a **\$1,750.00 lifetime** maximum



Delta Dental Benefits Overview

	In-Network PPO New Mexico		Out-of-Network
Diagnostic and Preventive Services – No Deductible			
Covered - Oral Evaluations & Cleanings (2 per Calendar Year*), Radiographic Images, Topical Fluoride, Emergency Treatment, Sealants, Space Maintainers, and Diagnostic Casts	Delta Dental Pays: 100%	You Pay: 0%	Delta Dental pays 100% up to fee allowable; You pay any amount over allowable fee
Basic Services – Deductible Applies			
Fillings, Stainless Steel Crowns, Extractions, Oral Surgery, Root Canals, Periodontics, and General Anesthesia	Delta Dental Pays: 80%	You Pay: 20%	Delta Dental pays 55% of fee allowable; You pay 45% plus any amount over allowable fee
Major Services – Deductible Applies			
Onlays, Crowns, Bridges, Partials or Complete Dentures, Specified Implant Procedures	Delta Dental Pays: 60%	You Pay: 40%	Delta Dental pays 35% of fee allowable; You pay 65% plus any amount over allowable fee

*Covers routine cleanings twice per year. Individuals with certain medical conditions may qualify for up to 2 additional cleanings.

Delta Dental Benefits Overview – Orthodontic

Orthodontic Services (All Ages) No Deductible	
Children Up to 18th birthday	Adults Age 18 and over
Plan Pays 75% up to a \$2000 <u>lifetime maximum</u>	Plan Pays 60% up to a \$1750 <u>lifetime maximum</u>



Pre-Treatment Estimate of Benefits

ASK YOUR DENTIST FOR A PRE-TREATMENT ESTIMATE

When costly procedures are anticipated, know what your share of the costs will be!

- An advance estimate of benefits **before dental care services are received.**
Your dentist will submit documentation on a claim form in advance, so nothing for you to do
- Make sure to get your pre-treatment estimate **in writing** (mail or email) from Delta Dental so you know your **out-of-pocket cost!**
- **No charge** for a pre-treatment estimate!

Patient Disclosure

You're entitled to it!

Evidence Based Dentistry (EBD)

- **Members with specified medical conditions may be eligible for additional cleanings (up to 4 a year) or fluoride treatments**
 - People with diabetes **AND** periodontal (gum) disease
 - Women who are pregnant **AND** have periodontal (gum) disease
 - People with certain heart conditions that put them at high or moderate risk for infective endocarditis, a potentially deadly heart infection
 - People with kidney failure or who are undergoing dialysis
 - People with suppressed immune systems due to chemotherapy and/or radiation treatment, HIV positive status, organ transplant, and/or stem cell (bone marrow) transplant
- **Talk with your dentist if you qualify under one of these medical conditions. They will include the required documentation/narrative of your medical condition with the claim submission. You do not need to personally provide any information, just from the dentist.**

Looking for an In-Network Dentist?

Please go to our website at www.deltadentalnm.com and click on Find a Dentist. Search for a **PPONew Mexico** contracted provider to get the most benefits and least out-of-pocket costs!

[home](#) / [find a dentist](#)

Find a Dentist

Please use the links below to search for a Provider by network:

- [Providers in Delta Dental PPO\(SM\), Delta Dental Premier®, and Delta Dental Patient Direct](#)
- [Providers in PPONew Mexico](#)

[Out-of-State](#)
Search for Delta Dental PPO™

[In-State](#)
Search for PPONew Mexico



Looking for an In-Network Dentist?

Find a PPO New Mexico Dentist in Your Area

Required fields are indicated with an asterisk *

Search Tips

Your Location

ZIP Code* Address City State

Distance and Number of Results

Maximum Distance Number of Results

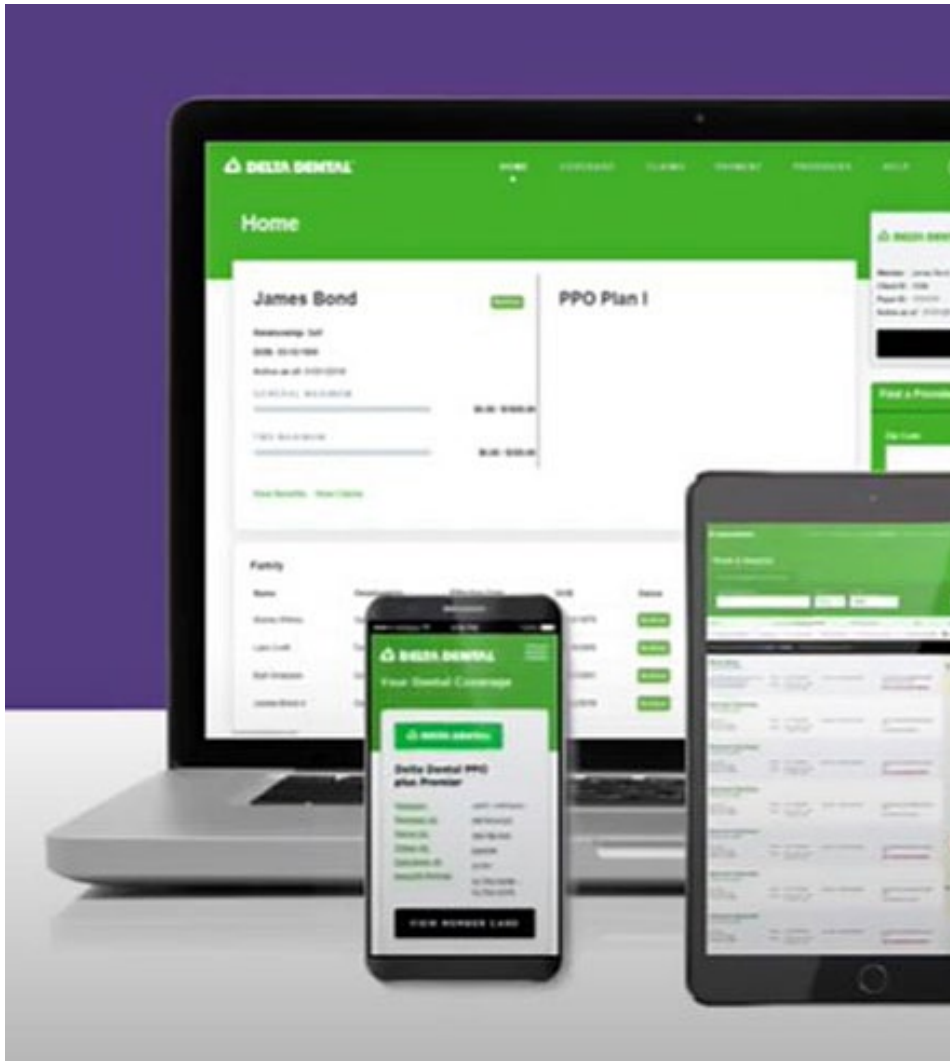
Additional Search Criteria

*To search by Last Name, you must provide either the ZIP Code, or the City and State.

Dentist Last Name Specialty Language

Handicap Accessible Treats Disabled Adults Treats Disabled Children Accepting New Patients

Member Portal



The Delta Dental Online Member Portal provides easy access to the following:

- Find a Dentist Online
- View & Print ID Card
- View Claims & Pre-Treatment Estimates
- View Benefits
- Educational Materials, Reminders, Tips, & More!

Member Advocacy

Be Your Own Oral Health & Financial Advocate!

- **Explanation of Benefits**

- Did you just receive an invoice from your dentist? Are you paying only what is truly your portion?
- Review your **Explanation of Benefits (EOB)** to make sure you have not paid more than required! Look for your EOB in the mail, or view it online by registering on the Delta Dental Member Portal at www.deltadentalnm.com.

- **Pre-Treatment Estimates**

- **If it's not an emergency procedure, have your dentist submit a pre-treatment estimate to Delta Dental.** We will respond in writing and let you know how the services will be paid, and what you will owe before you have them done. If you are close to your annual maximum and it's near the end of the year, can you wait until after January to have the service/s performed? **Remember that your benefits reset January 1st along with your annual maximum.**

Delta Dental Helpful Tips

- **Don't Delay! Get your teeth cleaned TODAY!** Remember you are able to receive 2 cleanings & exams in a calendar year. More than 120 signs and symptoms of non-dental diseases can be detected through a routine oral exam.
- **Remember, stay In-Network by seeing an In-Network PPONew Mexico provider in New Mexico.** You receive the highest level of benefits and the least amount out-of-pocket cost. **Make sure your dentist is part of the contracted PPONew Mexico network if you are just enrolling in the plan.**
- **Need to find a provider?** Once enrolled, register with our member portal at www.deltadentalnm.com and search for an in-state PPONew Mexico provider, or search nationally outside of New Mexico for a Delta Dental PPO™ provider.
- **Ask about your procedure before it is done!** Don't forget to ask for a pre-treatment estimate prior to dental services being performed. Your dentist will submit the pre-treatment to Delta Dental and we will respond in writing to both the dentist and you. Reduce your out-of-pocket costs!

Delta Dental Questions?

- ✓ Once enrolled, go to the online **Member Portal** at www.deltadentalnm.com to access your account information 24/7. Find a dentist, view/print your ID card and much more!
- ✓ Call the **Delta Dental Customer Service Team** at **(877) 395-9420**
Customer Service is available Monday – Friday 8:00 AM - 4:30 PM (MST)
- ✓ For **24/7** account information, call our **Automated Voice Response System** at **(877) 395-9420**
- ✓ **Email us at:** customerservice@deltadentalnm.com. **Get a response in writing!**

Thank you for your time.

We look forward to serving you.



Delta Dental of New Mexico
www.deltadentalnm.com