



Delta Dental of California

How to file a dental claim

Delta Dental dentists will handle all claims and paperwork for you. However, if you visit a non-Delta Dental dentist, you may need to file the claim yourself.

If you do need to file a claim form:

1. Obtain a claim form from FrontDoor. (Benefits > US Benefits > Dental – Delta Dental of California).
2. Complete the patient and subscriber information on the claim form.
3. Attach a copy of the dentist's Statement of Treatment, including the dentist's name, complete phone number, and a description of each service that the dentist performed.

Please see the “Important note” below.

4. Make a copy for your records.
5. Mail the original copies to the address printed on the claim form. Your member company is Delta Dental of California.

Delta Dental usually processes claims within two weeks unless additional information is required from you or the dentist.

Important note: A Statement of Treatment or similar document you receive from your dentist may not include enough information for Delta Dental to process the claim. It is best to ask a dental office staff member for the dentist and treatment information and to enter it directly onto the claim.

In addition to the dentist's name, address and phone number, and a description of each service, its procedure code and fee, Delta Dental also needs the following information to process the claim:

- Dentist's National Provider Identifier (NPI)
- Tax identification number (TIN)
- State license number
- Specialty code