



## Tools and Resources for Dental Plan Enrollees

**For questions regarding eligibility, enrollment, or premium,**

contact Via Benefits Customer Service at (888) 598-7809.

**For questions regarding a specific benefit or claim,**

contact Delta Dental of New Mexico Customer Service at (800) 264-2818.

As a Delta Dental of New Mexico enrollee, you can take advantage of multiple resources to get the most out of your dental plan. Simply visit [www.deltadentalnm.com](http://www.deltadentalnm.com) and click on the “Members” tab to access online resources, including a provider search, Member Portal, and more. In addition, you can contact our local Customer Service department during business hours, or use the automated phone system at any time (24/7), for assistance with your plan.

### Network Overview

Under the Delta Dental PPO™ Point-of-Service Network, members are enabled access to two networks within one plan, combining Delta Dental Premier® with Delta Dental PPO™.

Delta Dental PPO™ providers have agreed to the deepest discounts. Selecting one of these providers will ensure you have the lowest out-of-pocket expense.

### Provider Search

On [www.deltadentalnm.com](http://www.deltadentalnm.com), click the “Find a Provider” link to search for a in-network provider by location or specialty. For most Delta Dental networks, you can create a list of providers to export or print.

### Member Portal

Member Portal is an online portal that gives you access to information about your specific plan and benefits. Select the Member Portal link on [www.deltadentalnm.com](http://www.deltadentalnm.com) (or go straight to [www.memberportal.com](http://www.memberportal.com)) and sign in to:

- Verify eligibility of subscriber and dependents
- Confirm status of deductibles and plan maximums
- Review how a specific claim was processed
- Print a personalized subscriber ID card

### Customer Service

If you would prefer personal assistance with locating an in-network provider, or have questions on your benefits, you may reach Delta Dental of New Mexico Customer Service at **(800) 264-2818** from Monday through Friday, 6:00 a.m. – 6:00 p.m. MT.