



Delta Dental of New Jersey, Inc.
Delta Dental of Connecticut, Inc.

TRANSITION OF CARE

(1) Procedures in Process at the Time of Transition

Delta Dental of New Jersey/Connecticut (“Delta Dental”) provides benefits for all procedures based upon completion and/or insertion date of service. This means if a covered member starts a procedure in 2021 but it is not completed until 1/1/2022 or later (e.g.: root canal, crown, etc.), Delta Dental will allow benefits for the remaining amounts due once a claim is submitted.

You should advise the member to have the dentist submit the claim for service performed on the date actual service(s) is/are completed.

NOTE: This amount is still subject to plan deductibles and maximums and/or any plan limitations or exclusions that exist.

(2) Pre-Treatment Estimates / Pre-Determinations

If a Pre-Treatment Estimate/Pre-Determination was approved by the prior carrier and treatment is rendered after the patient becomes effective with Delta Dental, advise the member to submit or have the dentist submit that prior approval along with a claim for the date(s) the service(s) were actually performed, and Delta Dental will honor the prior carrier's approval/determination (subject to Delta Dental allowed/approved charges).

(3) Orthodontic Treatment

If you are enrolling in the Delta Dental PPO Plus Premier or PPO plan

A. *Orthodontic Transition for PPO members currently enrolled in a PPO Plan:*

If you are currently undergoing orthodontic treatment, your treatment will continue under your new Delta Dental plan. The amount paid by your prior insurance carrier will be applied to your Delta Dental plan. Have your Orthodontist submit a claim to Delta Dental of New Jersey. Upon receipt of your first claim, Delta Dental will contact your Orthodontist to obtain additional information about your treatment plan. Once Delta Dental receives the requested information, your claim will be processed. Don't forget to tell your orthodontist that your insurance carrier has changed to Delta Dental of New Jersey.

B. Orthodontic Transition for employees enrolling in the PPO but were enrolled in the DHMO

If you are currently undergoing orthodontic treatment, your treatment will continue under your new Delta Dental plan however, your orthodontist may require a new orthodontic agreement. The amount paid by your prior DHMO plan will be applied to your Delta Dental plan. Have your Orthodontist submit a claim to Delta Dental of New Jersey. Upon receipt of your first claim, Delta Dental may contact your Orthodontist to obtain additional information about your treatment plan. Once Delta Dental receives the requested information, your claim will be processed. Don't forget to tell your orthodontist that your insurance carrier has changed to Delta Dental of New Jersey.

C. Orthodontic Transition for employees enrolling in the PPO who had no prior dental insurance coverage:

If you did not have prior coverage, you will be eligible for a pro-rated amount of the orthodontic benefits based on the number of months left in your treatment plan. Your orthodontist should submit a claim to Delta Dental of New Jersey. Upon receipt of your first claim, Delta Dental may contact your Orthodontist to obtain additional information about your treatment plan. Once Delta Dental receives the requested information, your claim will be processed.

If you are enrolling in the DeltaCare USA DHMO plan

If you join the DeltaCare USA DHMO, you may be able to transition your orthodontic treatment. DeltaCare USA will allow you to continue treatment with the same provider if you or your dependent has been banded (has braces) and is covered on a group sponsored PPO or DHMO plan that covers orthodontics such as the prior coverage you may have had with your prior carrier. If you did not have coverage through a group sponsored plan (that covers orthodontics) and are paying out of pocket, orthodontic transition will not apply. Delta Dental only pays a remaining balance due to the orthodontist from the prior carrier. The member remains responsible for their portion of the treatment.

A. Orthodontic Transition for employees enrolling in the DHMO who had no prior dental insurance coverage:

If you or your family member is already in an orthodontic treatment plan and you did not have prior dental insurance coverage or have an individual dental plan, although you are not eligible for orthodontic transition, you are eligible for the orthodontic copays available for the services covered as part of the DeltaCare USA plan. You will need to consider the outstanding amount on your orthodontic contract, if your orthodontist participates in DeltaCare USA network and the copay amounts you would be responsible for.