


DASI Shortcuts for Members

This guide will help you navigate DASI (Delta Dental’s Automated Service Inquiry), our automated telephone system. You do not need to listen to the entire menu. Instead, use these shortcuts to get the information you need quickly and efficiently.

At the greeting, press 

Coverage Information:

Press



ID Cards:

Press



Find a Dentist:

Press



Something Else:

Press



Validate member information by entering the subscriber’s member number (usually the Social Security number)
 Confirm the first 3 letters of the subscriber’s last name:



Yes



No

Choose subscriber, spouse or dependent:



Subscriber





Spouse





Dependent

Enter the patient’s date of birth (MM/DD/YYYY)

 Claims
This option requires member validation. Follow steps listed to the left.

 Toolkit support

 Mailing address

 Something else

Coverage Information:

The following options are available after listening to eligibility information

- Press **1** Repeat
- Press **2** Fax
- Press **3** New family member
- Press **4** Finished

Claims:

- Press **1** Recent claims
- Press **2** Claims by date
- Press **3** Pre-treatment estimates