![DELTA DENTAL®]

Easy Reference Card

DASI (DELTA DENTAL'S AUTOMATED SERVICE INQUIRY)

OUR DASI SYSTEM IS QUICK AND EASY TO USE

With DASI, you're able to access eligibility, benefits and claims information 24 hours a day, 7 days a week.

What do you need to use DASI?

When you call, you will be greeted by DASI and asked for caller validation. Dental offices need to provide the dentist's valid tax identification number (TIN). This validation is required by HIPAA (the Health Information Portability and Accountability Act of 1996) and must be approved before the caller can proceed.

To access patient information, you need the subscriber's member number (usually Social Security number), relationship of the patient to the subscriber and the patient's date of birth.

What information is available?

DASI accesses our live database to give you the most up-to-date information for your patients whose dental benefits are carried by Delta Dental of Arkansas, Indiana, Kentucky, Michigan, New Mexico, North Carolina, Ohio, or Tennessee.

- Breakdown of benefits, complete or partial by category (endodontics, preventive, etc.) or by procedure code
- Patient eligibility (current and future)
- Fax copies of benefits and eligibility, Claim Payment Statement and pre-treatment estimates
- Time limitations and eligibility for specific benefits (examinations, cleanings, fluoride, X-rays and occlusal guard)
- Claim and pre-treatment estimate status
- Check status for paid claims
- Maximums and deductibles, including amount met to date and services that apply
- Benefits for groups with a future effective date
- Coordination of benefits allowances
- Information on group waiting periods, if any
- Mailing address information
- Payer ID information

To assist you in navigating the system most efficiently, the main menu is listed here. Listening to the entire menu is not necessary. Once you become familiar with the system and know what information you want, you can speak or press the digits on your touch-tone keypad and go directly to the data.

At the greeting:

- SAY "DENTAL OFFICE" or PRESS 1

Provide the dentist's TIN:

- SAY [your TIN] or PRESS [the TIN digits]

DASI will then offer the following menu of choices:

- SAY "ELIGIBILITY"[1] or PRESS 1 for general eligibility, availability of benefits for services with time limitations (cleanings, exams and more), ID cards and FaxBack.
- SAY "BENEFITS"[1] or PRESS 2 for all benefits, one category of benefits, maximums, deductibles and FaxBack.
- SAY "CLAIMS"[1] or PRESS 3 for claim and pre-treatment estimate status, process dates, check date, check status, and fax copy of a processed claim or pre-treatment estimate.
- SAY "SOMETHING ELSE" or PRESS 4 for additional content. Within the "something else" menu:
  - SAY "TOOLKIT SUPPORT" or PRESS 1 to be transferred to a Dental Office Toolkit® support representative.
  - SAY "DELTA DENTAL'S MAILING ADDRESS" or PRESS 2 to hear the mailing address for claims and inquiries. SAY "PAYER ID INFORMATION" or PRESS 3 to hear payer IDs acceptable for Delta Dental.

1 Member number and patient's date of birth required