

Delta Dental of North Carolina is now offering an Exclusive Provider Organization (Delta Dental EPO™) benefit for commercial groups. All members with a Delta Dental EPO plan will be directed to receive services from PPO network dentists, only.

What is Delta Dental EPO?

Delta Dental EPO (Exclusive Provider Organization) is a fee-for-service program being offered to interested group customers. Members seeking dental preventive care and other treatment on this program will utilize the Delta Dental PPO network for all services rendered. Any treatment provided to a Delta Dental customer on the EPO program will not be covered using an out-of-network or Delta Dental Premier network provider. *The exception to this is emergency palliative treatment to temporarily relieve pain.

What network will Delta Dental EPO customers utilize?

Participating dentists are listed in our “find a dentist” directory, and members are required to receive services from Delta Dental PPO dentists. Delta Dental remits benefit payments directly to participating dentists. Participating dentists collect applicable coinsurance, copayments and/or deductibles from Delta Dental EPO members.

How does my dentist verify eligibility for Delta Dental EPO benefits?

Your PPO network dentist can verify eligibility and access benefits and claims information through the Dental Office Toolkit. We recommend that providers verify patient eligibility before rendering treatment. They can also access our automated phone system at 800-870-9988.

Are claims filed for Delta Dental EPO patients?

Yes. To make things easier for providers, Delta Dental offers several convenient solutions. Providers should submit claims electronically via the Dental Office Toolkit. Alternatively, they may mail paper claims to:

Delta Dental
PO Box 9085
Farmington Hills, MI 48333-9085

What if I have a condition that may require treatment by a specialist?

Patients may visit any Delta Dental PPO participating specialist. To stay in network on the EPO plan, your dentist can get a list of participating Delta Dental PPO specialists by calling 800-870-9988, or using the Delta Dental PPO dentist directory on our website.



Delta Dental EPO™ Member FAQs

If I have questions about participation with Delta Dental PPO, whom do I call?

All in-network PPO dental offices can service EPO members. For assistance finding a PPO provider, you can call our customer service at (800) 971-4108.