

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 copayments and deductibles from Delta Dental EPO members. As with other Delta Dental programs, you and your staff will have access to the Dental Office Toolkit® and our automated phone system.

How do I know if a patient is eligible for Delta Dental EPO benefits?

You can verify eligibility and access benefits and claims information through the Dental Office Toolkit. We recommend that you verify patient eligibility before rendering treatment. You also can access our automated phone system at 800-870-9988.

Are claims filed for Delta Dental EPO patients?

Yes. To make things easier for you, Delta Dental offers several convenient solutions. To submit claims electronically at no charge, use the Dental Office Toolkit. Alternatively, you may use a clearinghouse that will usually charge a per-claim or monthly fee, or you may mail paper claims to:

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

What if a patient has a condition that may require treatment by a specialist?

The patient may visit any Delta Dental PPO participating specialist. To help EPO members with program compliance and to keep them in network, you can get a list of participating Delta Dental PPO specialists in your patients’ area by calling 800-870-9988, or using the Delta Dental PPO dentist directory on our website.

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

Our provider relations representatives are available to give you information about participating in each Delta Dental program, facilitate the contracting process, and may also assist staff with navigating the Dental Office Toolkit (DOT). Please contact your dedicated provider relations representative as listed on the accompanying territory map.

All dental offices with existing PPO contracts can service EPO members. There are no contract modifications required.

Provider Relations Team – Territory Map



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