



Benefits & Wellness Office of Human Resources

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Delta Dental: Frequently Asked Questions

Q. How do I know if I have dental insurance?

A. You can view your employee benefits statement on the WSU's Academica. After you are logged in, click the "**Employee**" tab, under "**Employee Self-Service**". Then, click on "**Benefits and Deduction**", then click "**Benefit Statement**", then click "**Select**".

Q. What is my identification number?

A. Your Member ID is also your Social Security Number. Any dependents that are on your coverage will be listed under your Social Security Number as well.

Q. Will I receive an ID card from Delta Dental?

A. Delta Dental does not issue ID cards, however, you can print one out from their website www.deltadentalmi.com.

Q. How can I contact Delta Dental?

A. Phone: 800-482-8915 **Email:** CustomerService@deltadentalmi.com

Q. Can I see any dentist I want?

A. Delta Dental will pay the maximum benefit level for services rendered by a "**Delta Dental PPO**" participating dentist. If you choose to see a "**Delta Dental Premier**" or nonparticipating dentist, some services will be covered at a lower level. Please see the summary of dental benefits at (<https://hr.wayne.edu/tcw/health-welfare/dental-insurance>).

Q. How can I find a participating dentist?

A. You can use the "Find a Dentist" tool at www.deltadentalmi.com. Select the "Delta Dental PPO and Delta Dental Premier" option when asked to choose a plan.

Q. How do I login to Delta Dental's website and learn about my benefits?

A. Go to www.deltadentalmi.com and click on the "Consumer Toolkit" or "Login" (in the top right corner). Use your Social Security Number when asked for your "**Member ID**". In the "**Member Type**" box click on "**Subscriber**".

Q. How do I use my dental benefits?

A. First, locate a provider (www.deltadentalmi.com). Then, call to schedule an appointment. Mention you're a Delta Dental member. They'll ask for your Social Security Number to verify your coverage (or, if you're a dependent, give them the SSN of the WSU employee who has this coverage). The provider should take care of the rest!