



New Mexico Public Schools Insurance Authority

Effective Date: January 1, 2025



New Mexico
Public Schools
Insurance
Authority

 **DELTA DENTAL**[®]

Delta Dental Plan of New Mexico



Serving New Mexico Since 1971

2024-140-DDNM-MKT



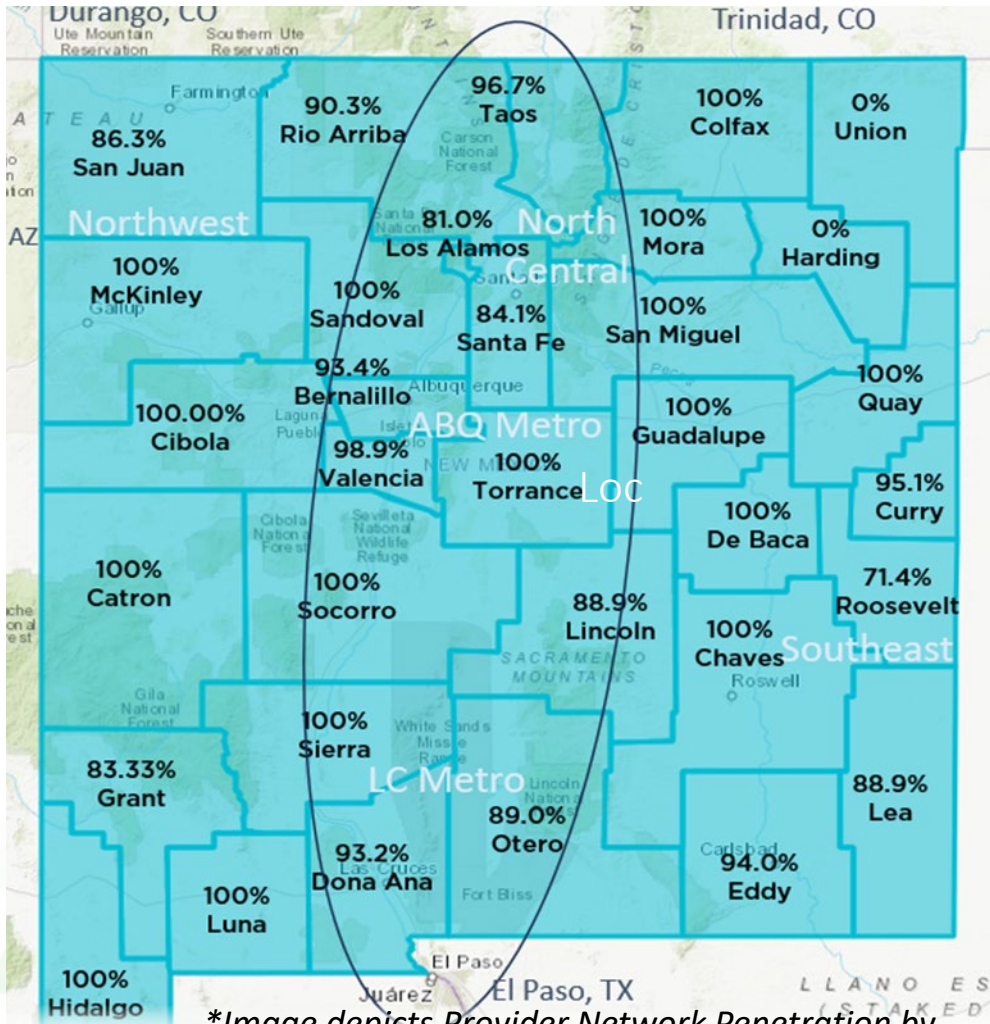
Who is Delta Dental of New Mexico

We are YOUR LOCAL New Mexico Dental Plan

- Headquartered in Albuquerque with **43** New Mexico Employees
- **422,000+** New Mexico Members
- **2,300** New Mexico Employer Groups
- **91%** of the **965** practicing New Mexico Dental Providers participate in the Delta Dental New Mexico Provider network
- Delta Dental New Mexico Provider network is bolstered by **152,000+** Dental Providers nation-wide under the National Delta Dental Provider System
- **62%** of Commercial Dental Insurance Market in NM
- Delta Dental of New Mexico has contributed **\$9 million** to impact New Mexico communities over the past 5 years
- **A- (Excellent)** A.M. Best Company Rating



Delta Dental of New Mexico – Provider Network



**Image depicts Provider Network Penetration by New Mexico county*

Great In-Network Dental Provider Options for Our Members!

- **91%** or 879 of the **965** practicing New Mexico Dental Providers participate in Delta Dental NM Networks
- **+152,000** dental providers nation-wide under the National Delta Dental Provider System to bolster Delta Dental of NM Networks
- Delta Dental Networks are great in areas such as Las Cruces/El Paso, Farmington/Durango, & Roswell/Lubbock

Great Access to Affordable Quality Dental Services!

Delta Dental of New Mexico – Provider Network

Delta Dental of New Mexico offers TWO provider networks to help cover your smile while keeping costs as low as possible.

The **Delta Dental PPO™ Network** provides maximum cost savings, while the **Delta Dental Premier® Network**—which is the largest network in New Mexico—provides a safety net for additional access when you need it.

When you see an in-network provider, you'll get the lowest out-of-pocket costs.

Network		Delta Dental PPO Dentist	Delta Dental Premier Dentist	Out-of-Network Dentist
Crown Repair	Submitted fee	\$1,300	\$1,300	\$1,300
	Maximum allowed fee	\$835	\$1,068	\$630
	Coverage level	50%	50%	35%
	Amount Delta Dental pays	\$417	\$534	\$221
	AMOUNT YOU PAY	\$417	\$534	\$1,080

Set by Delta Dental

Best Deal!

Balance Billing*

Disclaimer: The table depicted above is for illustrative purposes only, and does not reflect an actual claim.



More options, lower costs:
Smile more with Delta Dental of New Mexico



Delta Dental offers two provider networks to help cover your smile while keeping costs as low as possible. The **Delta Dental PPO™ Network** provides maximum cost savings, while the **Delta Dental Premier® Network**—which is the largest network in New Mexico—provides a safety net for additional access when you need it.

The Power of Two Networks

- Delta Dental PPO**
 - More than 113,000 providers nationwide
 - Average savings of 34% on submitted fee
 - No Balance Billing* and no paperwork to file
- Delta Dental Premier**
 - More than 152,000 providers nationwide
 - Average savings of 20% on submitted fee
 - No Balance Billing* and no paperwork to file
- Out-of-Network**
 - May need to file your own claims
 - May be subject to Balance Billing*
 - No discounts

*What is Balance Billing?

Our network dentists agree to accept Maximums on what they charge for each service. An out-of-network dentist has not agreed to those Maximums. When you visit a Delta Dental network dentist, you won't have to pay the difference between what the dentist charges and what Delta Dental will pay, aka *Balance Billing*.

Save when you see a network dentist*

As shown below, your lowest out-of-pocket costs result from going to either a Delta Dental PPO or Delta Dental Premier dentist.

Network		Delta Dental PPO Dentist	Delta Dental Premier Dentist	Out-of-Network Dentist
Crown Repair	Submitted fee	\$1,300	\$1,300	\$1,300
	Maximum allowed fee	\$835	\$1,068	\$630
	Coverage level	50%	50%	35%
	Amount Delta Dental pays	\$417	\$534	\$221
	AMOUNT YOU PAY	\$417	\$534	\$1,080

Set by Delta Dental

Best Deal!

Balance Billing*

Disclaimer: The table depicted above is for illustrative purposes only, and does not reflect an actual claim.

2024-013-DDNM-MKT



Finding an In-Network Dental Provider

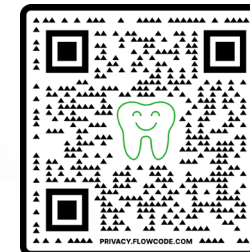
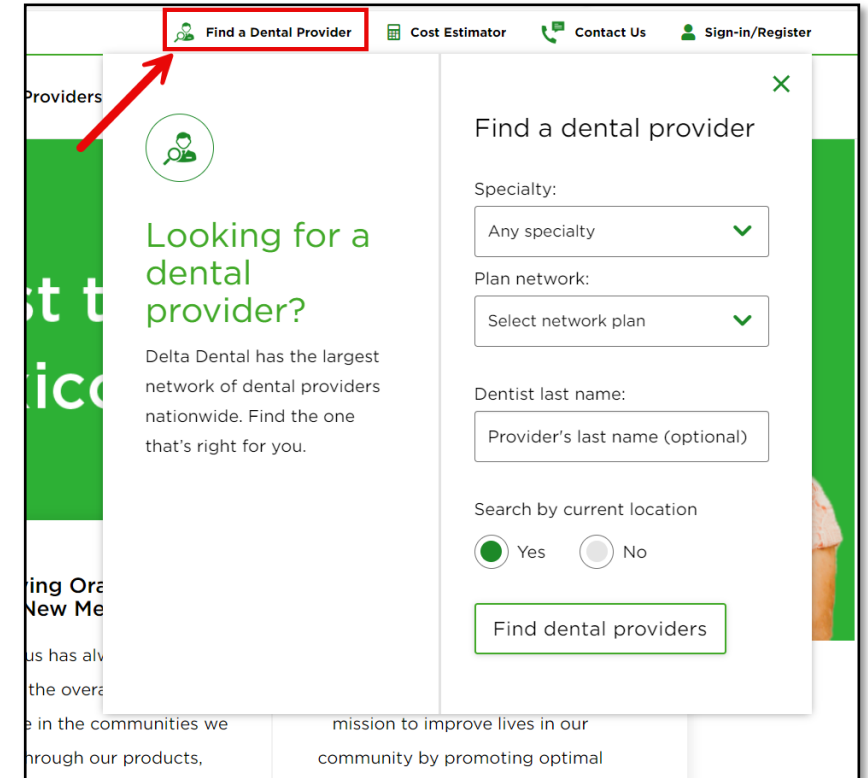
On the Web

It's easy to find a Delta Dental dentist near you with our provider search tool:

1. Go to: www.DeltaDentalNM.com/tools/find-a-provider.com or click the “**Find a Dental Provider**” button located on the top of every page on our website.
2. Choose a Specialty and your Plan network from the drop-down menus
3. In the Search By Current Location question, choose **Yes** or **No**
 - **Yes** – The tool will use your location data from your web browser to give you a list of nearby dental providers
 - **No** – You'll need to enter the zip code to search within to get a list of nearby dental providers
4. Click Find Dental Providers to see a list of nearby dental providers meeting your search criteria

On the Phone

You can also find a dentist **24/7** through our automated phone system by calling us at **(505) 855-7111** or **(877) 395-9420**



Or Scan the QR
Code to Find a
Dental Provider
Near You Now!

Reminder - Choose Between Two Delta Dental Plans

- **Basic Plan Covers:**

- **Preventive Services** (such as exams and cleanings - 2 per calendar year)
- **Basic Services** (x-rays, fillings or simple extractions)

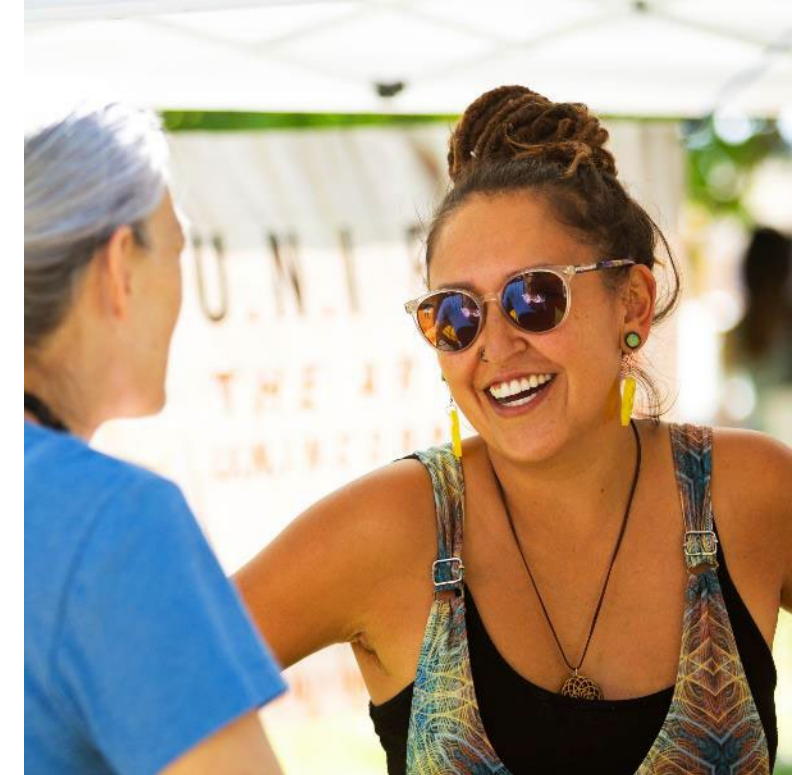
Does Not Cover:

- Surgical periodontics
- Complex oral surgery
- Any type of Major Service, or Orthodontics

- **Comprehensive Plan**

- Includes the coverage applicable under the Basic Plan, **plus:**
 - Surgical periodontics
 - Complex oral surgery
 - Major Services (crowns, dentures, and implants)
 - Orthodontics

All with no waiting periods once enrolled!



**Choose a Plan Wisely
to Meet YOUR Needs!**

Your Calendar Deductible and Annual Maximums

- **Calendar Year Deductibles**

- \$50 per enrolled person
- \$150 aggregate per family
 - Same for Basic and Comprehensive Plans
 - Never applies to Diagnostic & Preventive
 - Does not apply to the Orthodontic Services that are covered under the Comprehensive Plan

- **Calendar Year Annual Maximums**

- Basic Plan: \$1,500 per enrolled person
- Comprehensive Plan: \$1,500 In-Network/\$1,000 Out-of-Network



Delta Dental Benefits Overview - Basic Plan



Delta PPO™ Provider/Premier

Non-Participating Provider

Diagnostic and Preventive Services – No Deductible			
Two routine exams each year. Two routine cleanings* each year, X-rays, Topical Fluoride, Emergency Treatment, Space Maintainers, Sealants	Plan Pays: 100%	You Pay: 0%	Plan Pays: 25% of Allowed Fee You Pay: Any Amount Balance Billed
Basic Services			
Fillings, Simple Extractions, Non-Surgical Periodontics, Root Canals, General Anesthesia, and Repairs to: onlays, bridges, crowns, and dentures	Plan Pays: 80%	You Pay: 20%	Plan Pays: 25% of Allowed Fee You Pay: Any Amount Balance Billed
Major Services			
	Not Covered		Not Covered
Orthodontic Services			
	Not Covered		Not Covered

*Covers routine cleanings two per year. Individuals with certain medical conditions may qualify for 2 additional cleanings.

Sample of Costs:

Definition	Network	Submitted Charge	Fee Allowance	% Paid by Delta Dental	You Pay	Total Network Savings
Composite Filling	PPO™ POS	\$230.00	\$162.00	80%	\$32.40	\$68.00
Composite Filling	Out-of-Network	\$230.00	Out-of-Network fee \$152.00	25%	\$192.00	\$0.00

Delta Dental Benefits Overview - Comprehensive Plan



	Delta PPO™ Provider/Premier		Non-Participating Provider
Diagnostic and Preventive Services – No Deductible			
Standard two routine exams each year. Two routine cleanings* each year, X-rays, Topical Fluoride, Emergency Treatment, Space Maintainers, Sealants	Plan Pays: 100%	You Pay: 0%	Plan Pays: 100% of Allowed Fee You Pay: Any Amount Balance Billed
Basic Services			
Fillings, Simple Extractions, Non-Surgical Periodontics, Root Canals, General Anesthesia, and Repairs to: onlays, bridges, crowns, and dentures	Plan Pays: 80%	You Pay: 20%	Plan Pays: 55% of Allowed Fee You Pay: Any Amount Balance Billed
Major Services			
Onlays, Crowns, Bridges, Partials or Complete Dentures, Specified Implant Procedures	Plan Pays: 50%	You Pay: 50%	Plan Pays: 35% of Allowed Fee You Pay: Any Amount Balance Billed

*Covers routine cleanings two per year. Individuals with certain medical conditions may qualify for 2 additional cleanings.

Delta Dental Benefits Overview - Comprehensive Plan

Comprehensive Orthodontic Services (Children & Adults) *No Deductible*



**Your Comprehensive Dental Plan
Pays 50%
up to a \$1,500 lifetime maximum**

**Enrollees Pay 50% plus balance of cost up to the applicable
Delta Dental Maximum Approved Fee**

Your **Pre-Treatment Estimate** of Benefits

ASK YOUR DENTIST FOR A PRE-TREATMENT ESTIMATE

When costly procedures are anticipated, know what your share of the costs will be!

- An advance estimate of benefits **before dental care services are received**
- Make sure to get your pre-treatment estimate **in writing** (mail or email) from Delta Dental so you know your **out-of-pocket cost!**
- **No charge** for a pre-treatment estimate!



**You're entitled to a
pre-treatment
estimate!**

Your Evidence Based Dentistry (EBD)

Evidence Based Dentistry

- Provides members with specified medical conditions may be eligible for additional cleanings (up to 4 total a year) or fluoride treatment.
 - People with diabetes **AND** periodontal (gum) disease
 - Women who are pregnant **AND** have periodontal (gum) disease
 - People with certain heart conditions that put them at high or moderate risk for infective endocarditis, a potentially deadly heart infection
 - People with kidney failure or who are undergoing dialysis
 - People with suppressed immune systems due to chemotherapy and/or radiation treatment, HIV positive status, organ transplant, and/or stem cell (bone marrow) transplant

Talk with your Provider if you qualify under one of these medical conditions. They will include the required documentation with the claim submission.

Service	Coverage*
Periodontal Maintenance – one additional to your plan's standard limit per year	100%
Scaling & Root Planing	
Periodontal Surgery – four procedures**	

* Conditions include diabetes, heart disease, lupus, oral cancer, organ transplant, rheumatoid arthritis, stroke

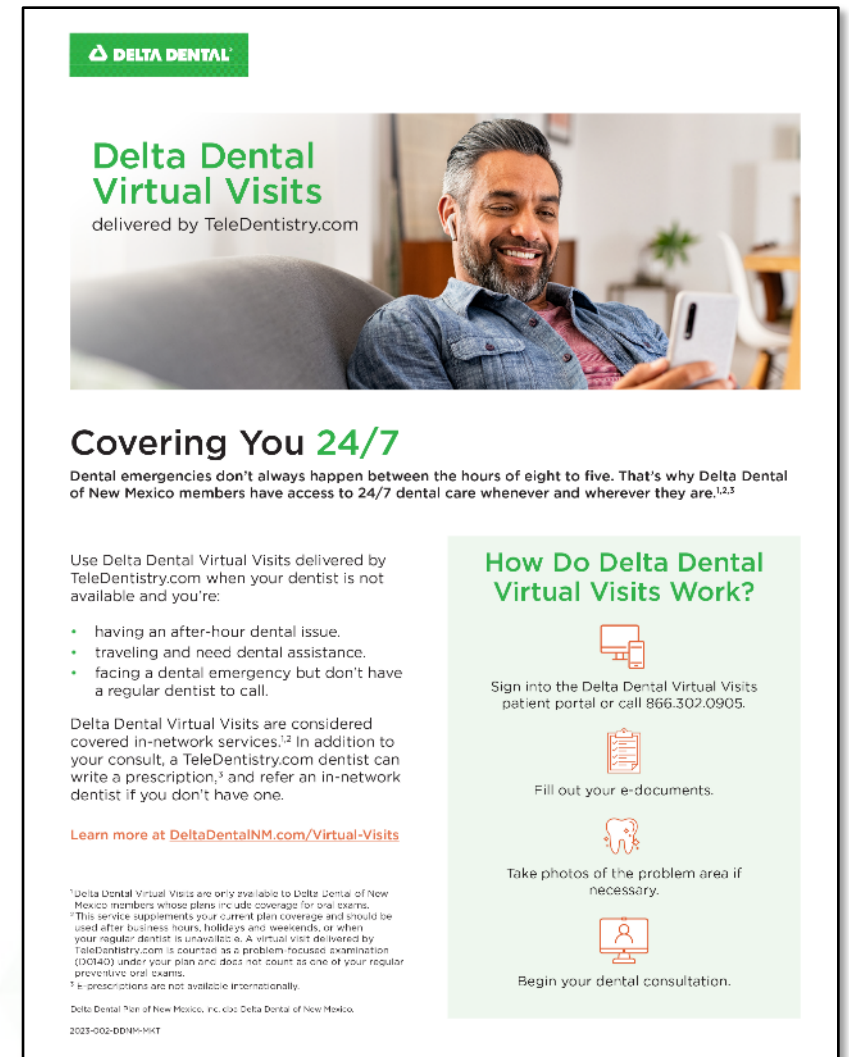
** Four procedures related to gingival flap or osseous surgeries. Must have selected Comprehensive option to have Periodontal Surgeries covered.

Your Delta Dental of New Mexico **Teledentistry**

Emergencies happen at the most inconvenient times, like when you're traveling and don't have access to your regular dentist. With your Delta Dental of New Mexico coverage, you and your family can rest assured that you have protection for dental emergencies. Access to Delta Dental Virtual Visits is a covered benefit in most of our dental plans.

- **24/7** Access to Licensed Providers
- Emergency or Urgent Evaluations
- **Improves Rural Access**
- Access to Prescription Medication if needed
- Facilitates Scheduling & Planning of Appointments
- Promotes Utilization & Oral Health
- Referrals to in-person Delta Dental Providers for **Lowest Out-of-Pocket Costs**


Learn more at www.DeltaDentalNM.com/Virtual-Visits.com



DELTA DENTAL

Delta Dental Virtual Visits

delivered by TeleDentistry.com



Covering You 24/7

Dental emergencies don't always happen between the hours of eight to five. That's why Delta Dental of New Mexico members have access to 24/7 dental care whenever and wherever they are.^{1,2,3}

Use Delta Dental Virtual Visits delivered by TeleDentistry.com when your dentist is not available and you're:

- having an after-hour dental issue.
- traveling and need dental assistance.
- facing a dental emergency but don't have a regular dentist to call.

Delta Dental Virtual Visits are considered covered in-network services.^{1,2} In addition to your consult, a TeleDentistry.com dentist can write a prescription,³ and refer an in-network dentist if you don't have one.

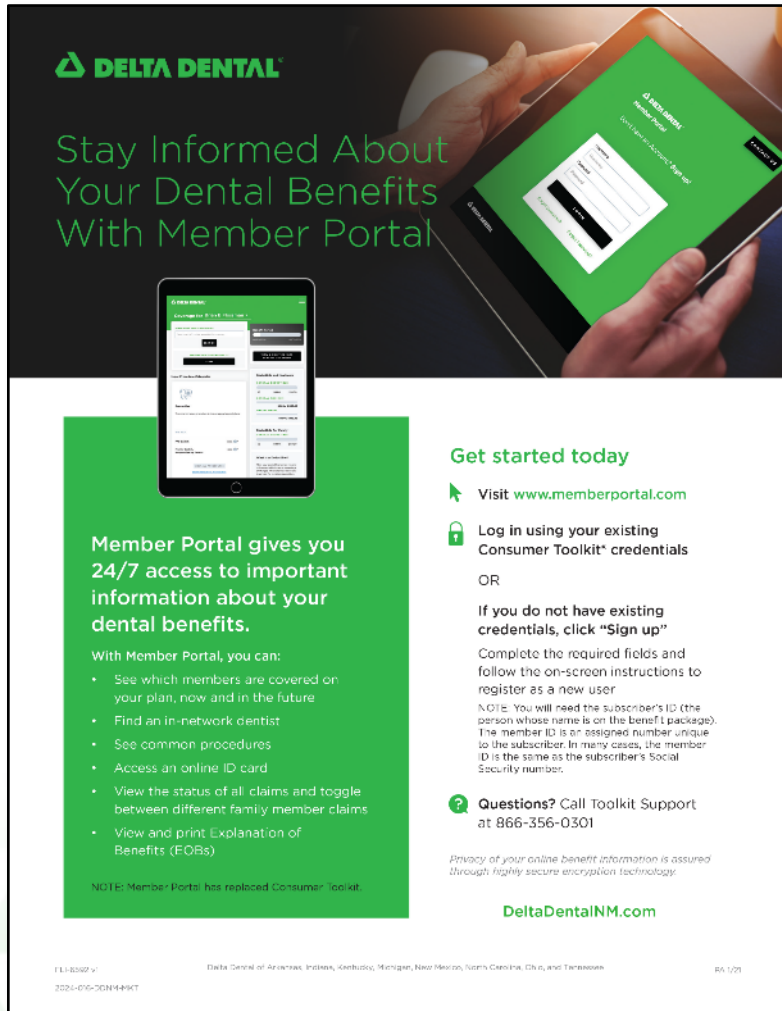
Learn more at DeltaDentalNM.com/Virtual-Visits

How Do Delta Dental Virtual Visits Work?

- 1 Sign into the Delta Dental Virtual Visits patient portal or call 866.302.0905.
- 2 Fill out your e-documents.
- 3 Take photos of the problem area if necessary.
- 4 Begin your dental consultation.

¹Delta Dental Virtual Visits are only available to Delta Dental of New Mexico members whose plans include coverage for oral exams.
²This service supplements your current plan coverage and should be used after business hours, holidays and weekends, or when your regular dentist is unavailable. A virtual visit delivered by TeleDentistry.com is counted as a problem-focused examination (PFX) under your plan and does not count as one of your regular preventive oral exams.
³E-prescriptions are not available internationally.
Delta Dental Plan of New Mexico, Inc. c/o Delta Dental of New Mexico
2023-002-0018-1117

Your Delta Dental of New Mexico Member Portal



DELTA DENTAL

Stay Informed About Your Dental Benefits With Member Portal

Member Portal gives you 24/7 access to important information about your dental benefits.

With Member Portal, you can:

- See which members are covered on your plan, now and in the future
- Find an in-network dentist
- See common procedures
- Access an online ID card
- View the status of all claims and toggle between different family member claims
- View and print Explanation of Benefits (EOBs)

NOTE: Member Portal has replaced Consumer Toolkit.

Get started today

Visit www.memberportal.com

Log in using your existing Consumer Toolkit® credentials

OR

If you do not have existing credentials, click "Sign up"

Complete the required fields and follow the on-screen instructions to register as a new user

NOTE: You will need the subscriber's ID (the person whose name is on the benefit package). The member ID is an assigned number unique to the subscriber. In many cases, the member ID is the same as the subscriber's Social Security number.

Questions? Call Toolkit Support at 866-356-0301

Privacy of your online benefit information is assured through highly secure encryption technology.

DeltaDentalNM.com

FL-8382 v
3224-016-2014-01KT
Delta Dental of Arkansas, Indiana, Kentucky, Michigan, New Mexico, North Carolina, Ohio, and Tennessee
86 1/21

The Delta Dental Online Member Portal provides easy access to the following:

- Find a Dentist Online
- View & Print ID Card
- View Claims & Pre-Treatment Estimates
- View Benefits
- Educational Materials, Reminders, Tips, & More!

Learn more at www.MemberPortal.com

Your Delta Dental of New Mexico Mobile App

Delta Dental Mobile App features

Sign in to access the full range of tools and resources



Mobile ID card

No need for a paper card. View and share your ID card from your phone, and easily save it to your device for quick access, including Apple Passbook and Google Wallet.



Find a dentist

It's easy to find a dentist near you. Search and compare dental offices to find one that suits your needs. Save your family's preferred dentists to your account for easy access.



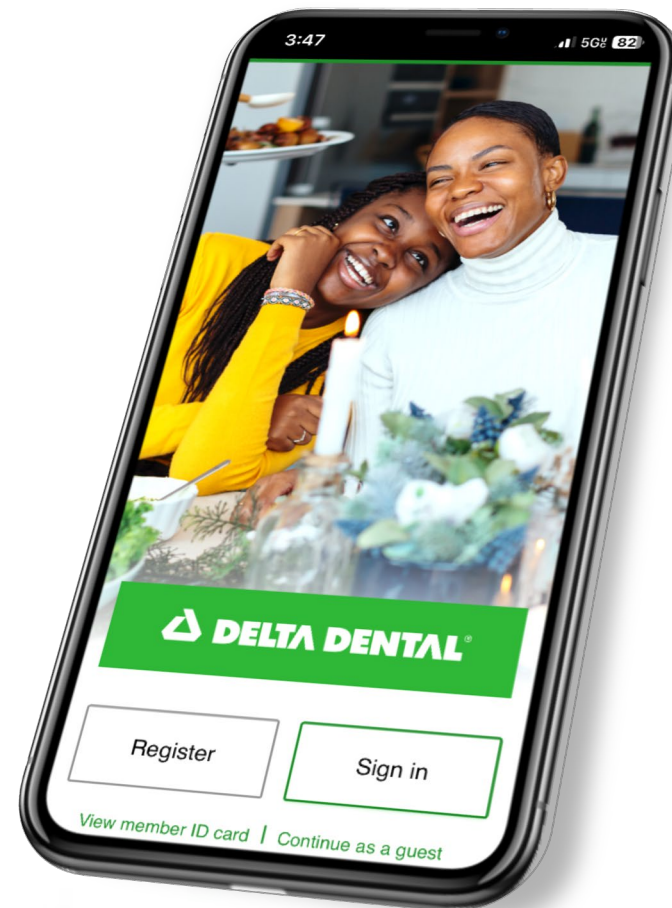
Dental Care Cost Estimator

Find out what to expect with our Dental Care Cost Estimator. Our easy to use tool provides estimated cost ranges on common dental care needs for dentists in your area, now with the option to select your dentist for tailored cost estimates.



Save your preferred dentist for quick access

Save your favorite dentists using the Delta Dental Mobile App for quick access to contact information making it easy to schedule your routine cleaning.



Your Delta Dental of New Mexico **Customer Service**

- ✓ Call our **Local Delta Dental Customer Service Team** at **(877) 395-9420**
 - ✓ Customer Service is available Monday – Friday 8:00 AM - 4:30 PM (MST)
- ✓ For **24/7** account information, call us at **(877) 395-9420**
- ✓ **Email us at: customerservice@deltadentalnm.com. Get a response in writing!**
- ✓ Once enrolled, go to the online **Member Portal** at **www.deltadentalnm.com** to access your account information 24/7. Find a dentist, view/print your ID card and much more!

Your Delta Dental of New Mexico **Reminders**

- ✓ **Remember, you can receive 2 Routine Cleanings/Exams in a Calendar Year.**
- ✓ **Find your local dentists by visiting www.deltadentalnm.com and search for a Delta Dental PPO™, or Delta Dental Premier® provider.**
- ✓ **Remember to register with the online Member Portal once you are enrolled!**
- ✓ **Don't forget to ask for a pre-treatment estimate prior to dental services being performed.**
- ✓ **Choose the Right Plan for you and your family that meet YOUR Needs!**



New Mexico
Public Schools
Insurance
Authority

Thank you for your time.
We look forward to serving you.



Delta Dental of New Mexico
deltadentalnm.com