

Making Sure Your Dentist Uses The Correct Portal

At Delta Dental of Arkansas, we're committed to ensuring you have a smooth and stress-free experience with your dental care. We recently made some updates to the online portal that dentist offices use to verify your insurance coverage.

What You Need to Know

If you've recently visited the dentist or have an appointment coming up, please be aware that some dentist offices may not be using the correct portal to check your benefits. As a result, they might mistakenly inform you that your coverage is no longer active. But don't worry—your dental insurance is still in place!

Here's How to Ensure a Hassle-Free Visit

- **Don't Worry:** If your dentist says your insurance isn't active, there's no need to panic.
- **Ask Your Dentist to Recheck:** Kindly ask the office staff to reverify your coverage using the correct portal.
- **Share Our Instructions:** For your convenience, we've attached a document to this email with clear instructions that you can share with your dentist office. This will guide them to the right portal and confirm your coverage.

[View Flyer](#)

Check Your Coverage Anytime

To avoid any surprises at your next dental visit, you can always check your coverage before heading to the dentist:

1. **Login to your MySmile® Member Portal:** If you haven't signed up yet, you can easily set up an account to view your benefits and coverage details.
2. **Call our Customer Contact Center:** Connect with a benefit advisor by calling us at 800-462-5410, Monday through Friday, 7 a.m. to 7 p.m. CST.

Thank you for being a valued member of Delta Dental of Arkansas.

Yours in good health,

Delta Dental of Arkansas