

Frequently Asked Questions

Will I have to change my dentist?

Under your Delta Dental plan, you can use any licensed dentist. **It is to your advantage to use a provider in either our Delta Dental PPOSM or Delta Dental Premier[®] network.**

What is the advantage of using a Delta Dental participating dentist?

Participating dentists will file claim forms for you and, at the time of service, will only collect any applicable deductible or co-insurance. **You will also have lower out-of-pocket costs when using a dentist in the Delta Dental PPO or Delta Dental Premier network.**

How can I find a dentist?

You may log onto our website, deltadentalco.com, and use the Find a Dentist search feature. Search by city, state, or zip code and get a listing of dentists in your area.

What is my group number?

State of Colorado's group numbers are #7649 for the Basic Plan and #7650 for the Basic Plus Plan. This number is needed when submitting a claim to Delta Dental of Colorado for processing.

Will I receive an ID card?

Yes, you will be receiving an ID card. Your ID card will have your unique identifier, which is the number you and your dependents will need to provide to your dentist for claim submission. You can also go to deltadentalco.com, log in to your subscriber account, and print out an ID card.

If you have a smartphone, you can download our mobile app from the Apple or Android app stores. With the app, you can pull up your ID card on your phone or email it directly to your dentist.

Do I have coverage if I don't use a Delta Dental participating dentist?

Yes, you may see any dentist. Since non-participating dentists do not have a fee agreement with Delta Dental, you will be responsible for the difference between the plan reimbursement and the dentist's billed charges. Non-participating dentists will normally charge you the full fee up front, and you will be responsible for filing the claim with Delta Dental. You and your family will have lower out-of-pocket costs when seeking services from Delta Dental's large network of contracted dentists.

Where should the dentist submit claims?

Claims need to be sent to the following address:
Delta Dental of Colorado
PO Box 173803
Denver, CO 80217-3803

How do I contact Delta Dental of Colorado's customer service department?

Toll-free number: 1-800-610-0201
Email: customer_service@ddpco.com
Website: deltadentalco.com
Hours are 8 a.m.–6 p.m. Mountain Time

Can I look up my benefits online?

Yes. If you go to deltadentalco.com and click on the MEMBERS Login tab, you can log in to your account or create a new account. Then you can:

- Print an ID card
- View your full benefit report
- See the benefit maximums used to date
- Download any forms you may need

You can also look up your benefits on Delta Dental's mobile app.