

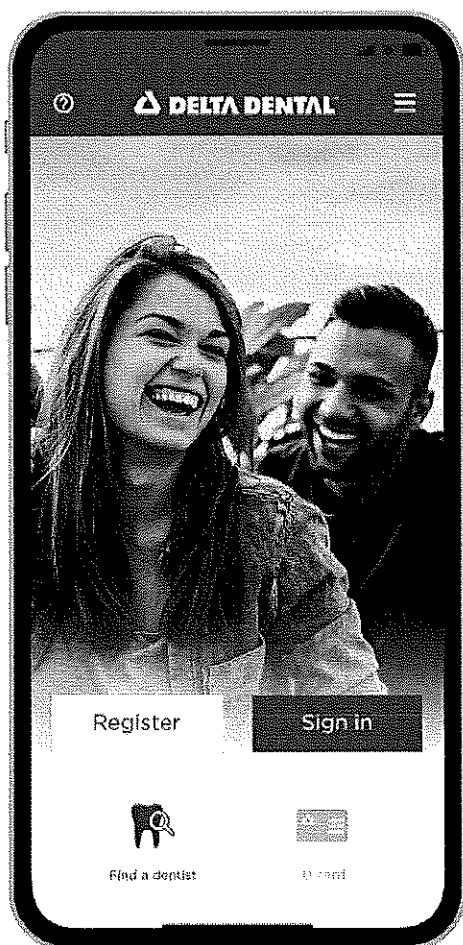


Delta Dental mobile app

Manage your benefits anytime, anywhere



Your oral health is important to Delta Dental — and to your overall health! We've designed our mobile app to make it easy for you to make the most of your dental benefits. Maximize your health, wherever you are! Search for a dentist near you, check claims and coverage, estimate costs for care, view ID cards and more, right on your mobile device.



Getting started

Delta Dental's mobile app is optimized for iOS (Apple) and Android devices. To download our app on your device, visit the App Store (Apple) or Google Play (Android) and search for Delta Dental. Or, scan the QR code at right. You will need an internet connection in order to download and use most features of our free app.



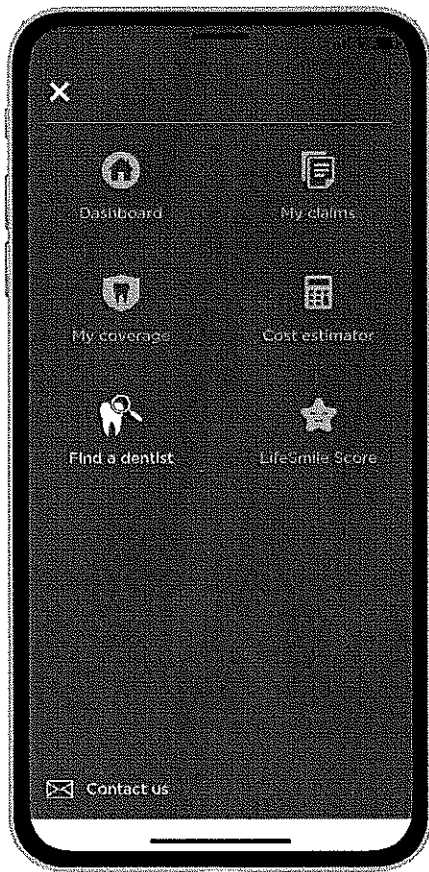
SCAN TO DOWNLOAD
DELTA DENTAL MOBILE

Logging in to view benefits

Delta Dental subscribers can log in using the username and password they use to log in to our website. If you haven't registered for an account yet, you can do that within the app. If you've forgotten your username or password, you can also retrieve these via the Delta Dental mobile app.

Delta Dental mobile app features

Log 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.

My coverage and my claims

View information on your plan and coverage details, and check the status of claims for you and your family. Easily add your dependents to your account so you can access the whole family's coverage in one spot.

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.

ENHANCED Dental Care Cost Estimator*

You can easily estimate your costs and coverage before you go to the dentist with our Dental Care Cost Estimator. Our easy to use tool combines your benefits with your deductible and information from your dentist to give you the best estimate possible.

LifeSmile™ Score

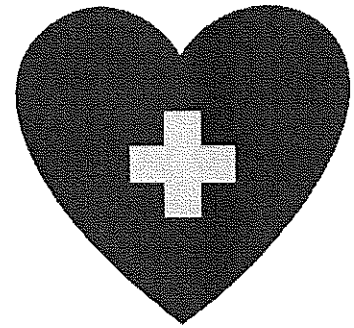
Do you know how your smile scores? Learn more about your personal oral health risk profile by taking our simple risk assessment survey.

*The cost estimator tool only generates estimated costs and cannot be relied upon for the actual costs. The members should carefully review their benefit terms and speak with their dentists before the dental procedures are undertaken.

Secure access to your benefits

You must log in each time you access the secure portion of the mobile app. No personal health information is ever stored on your device. For more details on security, our Privacy Policy can be viewed by clicking the lock icon on the main menu.

What to Expect at the Dentist



Your dentist offices will be taking extra measures to keep you and your family safe. This may include pre-appointment questions to gauge potential exposure to COVID-19, temperature checks, changes to check-in and waiting room procedures, extra cleaning and sanitation throughout the office and additional personal protective equipment for patients and staff, including face shields, face masks and gowns.

Your dentist can explain when they will be reopening and the specific steps they are taking to keep you safe. This can also help you decide whether now is the right time for care.

What to expect at dentist appointments?

The next time you go to the dentist, things may be a bit different because of COVID-19. Here are some of the changes you might see.

Prior to your appointment:

- To allow social distancing between patients, you may have fewer appointment time options or need to wait longer to get an appointment.
- You may be asked screening questions to make sure you do not have COVID-19 symptoms or have not been in contact with anyone with COVID-19.

Day of appointment:

- You may be asked similar screening questions about having COVID-19 symptoms.
- You may be asked to take your temperature when you come into the building.
- You may be asked to wait in your car until you get a call or text to come in.
- Waiting rooms may have fewer chairs and there won't be magazines or toys.
- Many offices will ask you to wear a mask. If you have one, you may want to bring it with you.
- You may be asked to wash your hands or use sanitizer before going to the treatment room.

During your appointment:

- Staff may be wearing face shields and head coverings.
- Treatment may be modified to reduce the amount of aerosols created.
- You may see additional dividers, such as Plexiglas, at the front desk and throughout the office.

This content is provided for general information, is not intended to provide medical or dental advice, and should not be relied upon as a substitute for professional medical or dental advice, diagnosis or treatment. No dentist/patient relationship is established by this content. No diagnosis or treatment is being provided.

Things You Can Do

Keep up your oral hygiene at home

Keeping up with your home oral health care is more important than ever! With proper care, you can decrease your risk for tooth decay and gum disease, which can weaken your immune system.

Take care of your teeth and gums with a thorough, at-home oral care routine that includes regular brushing, flossing and healthy eating.

For tips on keeping your oral health in check, visit the Delta Dental of Massachusetts web site at: www.deltadentalma.com/Your-Oral-Health. You'll get age-based tips so you and your family get the right preventive care at the right time, and an oral health library with articles on an extensive list of mouth health topics. Take a few minutes to read our quarterly = Grin! magazine. You can even take a quiz to assess your oral health.

We're still here for you

And no matter what is happening, Delta Dental of Massachusetts is here for you. You can give us a call at 800.872.0500 with your questions and our Customer Service team will be there to help. Our hours are:

Monday-Thursday, 8:30 a.m.-8 p.m. and Friday, 8:30 a.m.-4:30 p.m.

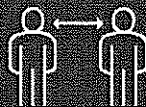
If your questions are about your plan, an ID card (or replacement card) or finding a dentist, log into our secure member portal or download and use the Delta Dental mobile app. Just visit deltadentalma.com to get connected. These resources are available 24/7. And if you haven't yet registered for the member portal or downloaded the app, now is a great time to do so.

During this critical time, our customer service team is focusing their efforts on answering questions that cannot be answered via our automated technology tools.

Tips to Prevent the Spread of COVID-19



Wash your hands with soap and water for at least 20 seconds.



Avoid close contact with people and shaking hands. Use other noncontact methods of greeting.



Stay home if you are sick except to get medical care.



Cover coughs and sneezes with a tissue or the inside of your elbow.



Clean and disinfect frequently touched surfaces daily.



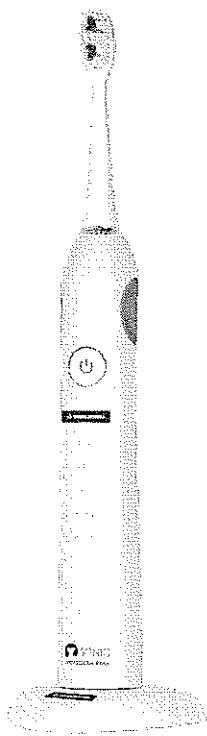
Don't share a toothbrush or mouthwash and replace your toothbrush after you are sick.

Keeping your teeth clean is easier – and less expensive – than ever

As a member of Delta Dental, you can now take advantage of significant discounts on two kinds of Z Sonic toothbrushes, as well as replacement heads.

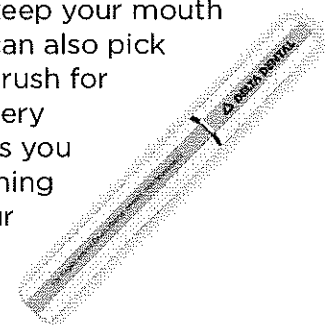
With your member discount, you can get the premier Z Sonic toothbrush for \$59.95, \$140 off the Manufacturer's Suggested Retail Price (MSRP). The offer also includes 2 brush heads & 1 charging base. And as a member you also get discounts on replacement heads.

The Z Sonic pulses 31,000 – 48,000 times a minute and features 5 brushing modes (Clean, Whiten, Polish, Massage, and Sensitive) to customize your tooth cleaning experience.



Take Your Sonic Cleaning on the Road

If you travel and want to keep your mouth healthy on the road, you can also pick up a Z Sonic travel toothbrush for \$14.50. This portable, battery powered, toothbrush gives you the benefits of sonic brushing in a size that can fit in your carry on, in the glove compartment or in your desk drawer.



Save On Replacement Heads Too

You can also get replacement heads for both the Z Sonic or Z Sonic Mini at 50% off retail costs.

And if you buy replacement heads and the toothbrush together, you can get FREE shipping.

Here's How to Order:

Online

- Go to: myzsonic.com/DDMA
- Add products to your cart
- Enter payment information

By Phone

- Call 1-888-228-7706
- **Be sure to mention that you are a Delta Dental of Massachusetts member**

Discount Codes:

- Z Sonic – \$59.95 (MSRP: \$199.95)
- 4 Regular Brush Heads – \$21.88 (MSRP: \$43.76)
- 4 Premium Brush Heads – \$25.88 (MSRP: \$51.76)
- Z Sonic Mini Travel Toothbrush – \$14.50
Promo Code: DDMA4 (MSRP: \$19.95)
- 4 Z Sonic Mini Brush Heads – \$14.00 (MSRP: \$28.00)

Delta Dental of Massachusetts is an Independent Licensee of the Delta Dental Plans Association. *Registered Marks of the Delta Dental Plans Association. Delta Dental of Massachusetts and Z Sonic are independent, unaffiliated companies.

The plan is not insurance coverage and does not meet the minimum creditable coverage requirements under the Affordable Care Act or Massachusetts M.G.L. c. 111M and 956 CMR 5.00.

