



Toothpic

A new photo-based teledentistry app
for PPO™ & Premier® plan members



Client FAQs

What is the cost of the Toothpic program?

Toothpic is available at no additional cost to employers.

Diagnostic screenings within the app are covered as a Limited Oral Evaluation (D0140), and most employer-sponsored PPO and Premier plans cover diagnostic exams at no or low cost.

How much does it cost for employees to use Toothpic?

Diagnostic screenings within the app are covered for Delta Dental members as a Limited Oral Evaluation (D0140), and most employer-sponsored PPO and Premier plans cover diagnostic exams at no or low cost. Member deductibles, annual maximums, co-insurance and frequency limitations apply. A Toothpic virtual dental screening will count as one diagnostic exam. Most plans cover two diagnostic exams per year.

If members exceed their diagnostic exams frequency limitation, have exceeded their annual maximum, or if their plan is not eligible, they have the option to pay \$35 for a screening.

There are no additional costs for Delta Dental members to use the app.

Which Delta Dental plans are eligible for Toothpic?

Currently, Toothpic is available to your employees covered under an employer-sponsored Delta Dental PPO™ or Delta Dental Premier® plan or an Individual Delta Dental PPO or AARP PPO plan. Some Delta Dental plan types do not allow members to use their benefits to pay for a Toothpic virtual dental screening. If your plan is not eligible, you may still receive a Toothpic virtual dental screening by paying \$35.

Ineligible plans: DeltaCare® USA, Medicare Advantage or Medicare Supplement plans, federal employer-sponsored dental plans and state-sponsored dental plans, including Denti-Cal, employer-sponsored plans with networks other than PPO or Premier (also known as custom networks).

Can DeltaCare® USA members use Toothpic?

DeltaCare USA plans do not cover a virtual dental screening through Toothpic. DeltaCare USA members who are interested in virtual consultations with their assigned dentist should contact their dentist's office directly to find out what teledentistry services are offered.

DeltaCare USA members may still receive a Toothpic Virtual Dental Screening by paying \$35.

Can members' dependents on an eligible plan use Toothpic?

Members' eligible dependents on their plan can use the app.

Can Toothpic be used to evaluate a dependent child's dental issue?

Yes, Toothpic may be used to evaluate a dependent child's dental issue. To use Toothpic for a child under the age of 13, members will need to create a new account with a unique email address.

Members will be asked to provide guardian consent and contact information, in compliance with the Child Online Privacy Protection Act (COPPA).

What actions do I need to take as a Benefits Administrator?

We've made it simple for you to access Toothpic.

Your Account Manager will provide you with an optional marketing kit with flyers, an email template, a video and other assets you can use to promote Toothpic to your employees, to help increase awareness. We highly encourage you to use these materials, but at this time Delta Dental cannot support any custom edits.

When Toothpic is launched, Delta Dental will notify you with program launch information plus a registration link on how to access and download the app.

What information is included in my report?

With a Complete Care Report, a Delta Dental dentist can review members' photos and advise on:

- | | |
|----------------|--------------------------|
| ✓ Cavities | ✓ Crowding |
| ✓ Gum disease | ✓ Children's oral health |
| ✓ Orthodontics | ✓ Chipped teeth |
| ✓ Oral hygiene | ✓ Other dental concerns |

The dentist will highlight dental issues on the photos shared, with notes explaining any areas of concern, next steps and possible treatments and/or a home care regimen.

Can Toothpic be used for dental emergencies?

No. If members have a dental emergency or urgent dental issue that requires immediate care, please call 911. You can also find more information on www.deltadentalins.com/individuals/guidance/urgent-care.html

Please note that a Toothpic virtual dental screening will not provide a prescription for medication and is not intended to treat urgent dental issues. Instead, Toothpic helps to establish how serious a member's concern is by providing a trusted dental consultation when it's not practical to visit a dental office.



Who are the dentists providing the virtual dental screenings?

The dentists providing virtual dental screenings for Delta Dental members are part of Delta Dental's PPO and Premier networks, so members can trust the quality of care they receive.

In addition to Delta Dental's credentialing process, dentists on Toothpic are separately credentialed and verified through Dentistat, the nation's largest dental credentialing verification organization.

Not all Delta Dental dentists are currently participating on the Toothpic platform, but we have a sizable network active on Toothpic to meet the needs of our members. We are continuously recruiting to further strengthen the network. Members are unlikely to be given a screening by their own dentist. The app will smart-route member cases to the first available Delta Dental dentist in their state. Members who are interested in virtual consultations with their regular dentist should contact their dentist's office directly to find out what teledentistry services are offered.

Will members be able to view the Toothpic claim on Delta Dental member website and will they receive an Explanation of Benefits?

Toothpic has integrations with Delta Dental to check for real-time eligibility and benefits within the app and has integrated claims processing and payments. Members can review their Explanation of Benefits (EOB) after a claim has been processed by logging in to their [Delta Dental online account](#) and following the instructions to view their EOB.

Our dental plan is self-funded. Do we pay for the Toothpic assessments?

Toothpic virtual dental screenings are billed as a limited oral evaluation delivered asynchronously (CDT codes D0140 and D9996) and claims will be processed accordingly as a covered benefit. There is no change to the current process for how self-funded clients fund claims costs.

How long will Toothpic be available to my employees?

We anticipate Toothpic will be available through the end of 2022 and will likely be extended based on program satisfaction.

How do my employees access Toothpic?

If members have a registered online Delta Dental account, they will receive an email notification with a registration link that will direct them to download and access the Toothpic app when the product launches.

Members can also find information on Delta Dental's public and member-only websites with instructions on how to access the Toothpic app.

Please note that the Toothpic app is different from the Delta Dental mobile app and cannot be accessed from the Delta Dental mobile app.

Where can members get help while using Toothpic?

There are a few ways to get answers to questions:

1. Members can chat with a Customer Care agent by logging in to the Toothpic app on their phone, navigating to the Home screen, and clicking on the message icon. Toothpic Customer Care agents are trained to answer questions specifically for Delta Dental members and will connect members to a Delta Dental customer care agent for eligibility and benefit questions.
2. At any stage, members can also email support@toothpic.com, and Customer Care will assist them online. Customer Care is available to Monday to Friday, from 5 am to 9 pm ET.

How will Toothpic use my employees' data?

Delta Dental values privacy protection and the Toothpic product includes the following safeguards.

Toothpic is a HIPAA-compliant platform. This means health information is safe, secure and held to the highest security and regulatory standards, and has passed Delta Dental's Third Party Vendor Risk Assessment. Toothpic holds data in a safe and secure environment on-shore in the United States. The platform uses military-grade AES-256 encryption and is subject to ISO 9001 quality audits.

In addition, members will review and sign Terms & Conditions when registering for Toothpic before downloading the app.

Delta Dental PPO™ and Delta Dental Premier® are underwritten by Delta Dental Insurance Company in AL, DC, FL, GA, LA, MS, MT, NV, TX and UT and by not-for-profit dental service companies in these states: CA – Delta Dental of California; PA, MD – Delta Dental of Pennsylvania; NY – Delta Dental of New York, Inc.; DE – Delta Dental of Delaware, Inc.; WV – Delta Dental of West Virginia, Inc. In Texas, Delta Dental PPO provides a dental provider organization (DPO) plan.

Delta Dental is a registered trademark of Delta Dental Plans Association.