

Easy Reference Card

DASI (DELTA DENTAL'S AUTOMATED SERVICE INQUIRY)

OUR DASI SYSTEM IS QUICK AND EASY TO USE

With DASI, you're able to access eligibility, benefits and claims information 24 hours a day, 7 days a week.

What do you need to use DASI?

Subscribers, customers, and other non-dental office callers need to provide the subscriber's member number (usually Social Security number), relationship of the patient to the subscriber, and the date of birth of the patient.

What information is available?

With DASI, you can receive the following for any Delta Dental of Indiana, Kentucky, Michigan, New Mexico, North Carolina, Ohio or Tennessee member:

- Breakdown of benefits, complete or partial by category (endodontics, preventive, etc.)
- Eligibility
- Current effective date of coverage
- Time limitations and eligibility for specific benefits (exams, cleanings, fluoride, X-rays, and occlusal guard)
- ID cards by fax
- Fax copies of benefits and eligibility, explanation of benefits, and predeterminations
- Lists of participating dentists via voice, fax, or mail
- Mailing address information
- Claim and predetermination status
- Check status for paid claims
- Maximums and deductibles, including amount met to date and services that apply
- Benefits for clients with a future effective date
- Coordination of benefits allowances
- Information on waiting periods, and missing tooth exclusion, if applicable

To assist you in navigating the system most efficiently, the main menu is listed here. Listening to the entire menu is not necessary. Once you become familiar with the system and know what information you want, you can speak or press the digits on your touch tone keypad and go directly to the data.

At the greeting:

- SAY "SUBSCRIBER" or PRESS 2

DASI will then offer the following menu of choices:

- SAY "ELIGIBILITY"* or PRESS 1 for general eligibility, availability of benefits for services with time limitations (cleanings, exams, and more), FaxBack of benefits and eligibility, and fax ID card.
- SAY "BENEFITS"* or PRESS 2 for all benefits, one category of benefits, maximums, deductibles, and FaxBack.
- SAY "CLAIMS"* or PRESS 3 for claim and predetermination status, process dates, check date, check status, and fax copy of a processed claim or predetermination.
- SAY "FIND A DENTIST" or PRESS 4 for the names of participating dentists in your area.
- SAY "TOOLKIT SUPPORT"* or PRESS 5 to be transferred to a Consumer Toolkit support representative.
- SAY "DELTA DENTAL'S MAILING ADDRESS" or PRESS 6 to hear the mailing address for claims and inquiries.
- SAY "REPRESENTATIVE" or PRESS 0 to speak with a Customer Service representative.

**Member number and patient's date of birth required*