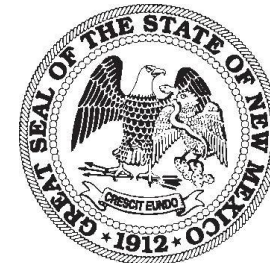




HEALTH CARE  
AUTHORITY

# State of New Mexico & LPB's

July 1, 2026 – June 30, 2027, Open Enrollment



 DELTA DENTAL

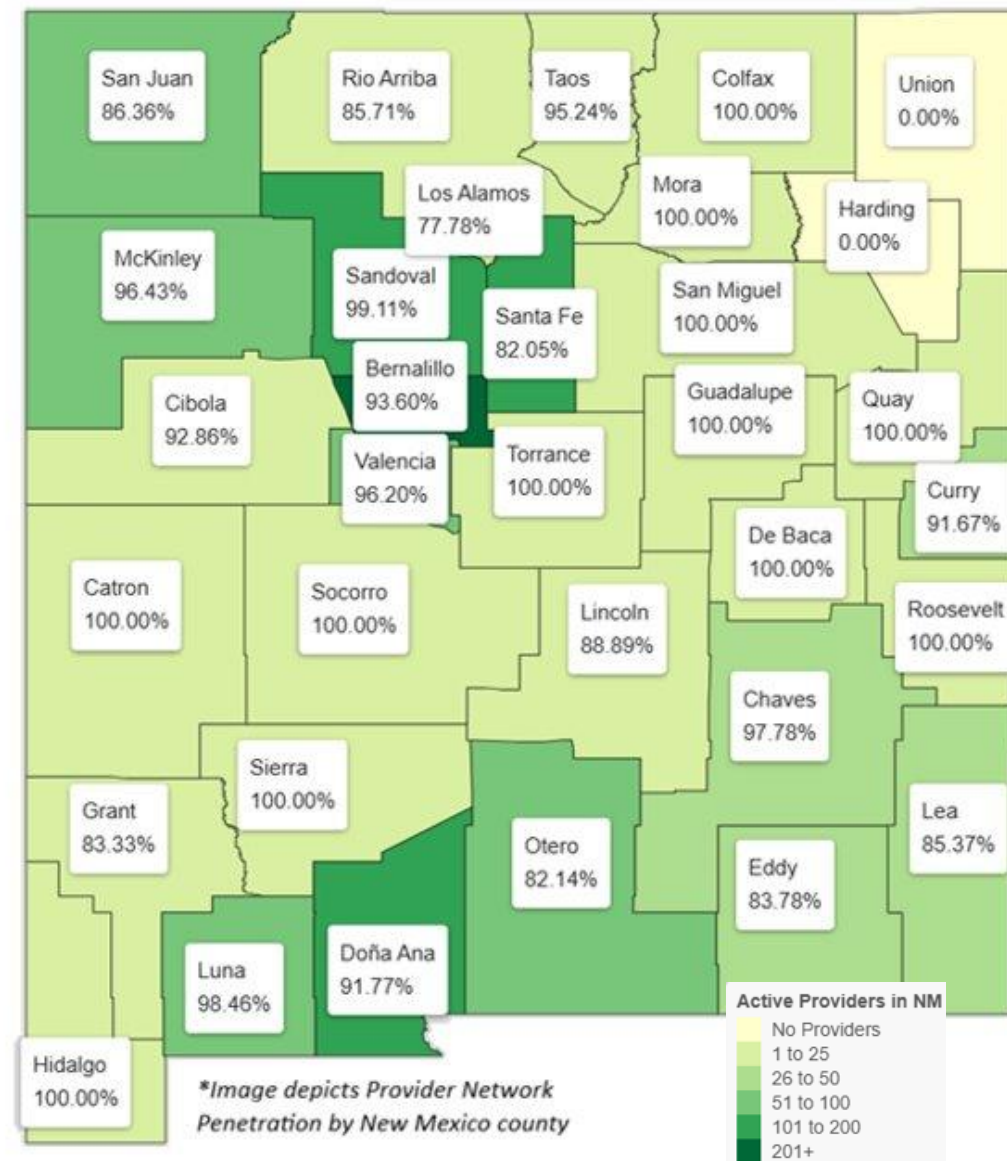
of New Mexico

[deltadentalnm.com](https://deltadentalnm.com)

# Your Delta Dental of New Mexico Provider Network

Great In-Network, Affordable, Quality Dental Provider options for our Members!

- **98%** or **611** of the **4-county** (Bernalillo, Sandoval, Torrance, & Valencia) practicing New Mexico Dental Providers participate in Delta Dental of NM Networks
- **90.1%** or **838** of the **931** practicing New Mexico Dental Providers participate in Delta Dental of NM Networks
- **+154,000** dental providers nation-wide under the National Delta Dental Provider System to bolster Delta Dental of NM Networks



# Is your Dentist contracted with Delta Dental of New Mexico?

Nominate a dentist to our network through our Customer Service Team and dedicated Provider Relations Team.

- If you would like to nominate a dentist to our network, send an email or contact customer service with the name of the dentist, address and office phone number. Our Provider Relations Team will reach out to the dentist office.

Call our Local Delta Dental Customer Service Team at: **(877) 395-9420**

Email us at: **customerservice@deltadentalnm.com**  
Get a response in writing!



of New Mexico

The screenshot shows the Delta Dental website interface. At the top, there is a navigation bar with the Delta Dental logo and menu items: "Individuals & Families", "Members", "Employers", "Brokers", "Providers", and "Wellness". A search bar is located on the right. Below the navigation bar, there is a secondary menu with links: "Join our Network", "Dental Office Toolkit", "Direct Deposit", "FAQs", "Claims Info Lookup Tool", "Annual Provider Training", and "Provider Resources". The main content area features a large image of a dentist in a blue mask and purple gloves examining a patient's teeth. Below the image, the heading "Join Our Network" is displayed in green. Underneath, the section "Why Join Delta Dental?" is followed by a paragraph of text and a bulleted list of benefits: "Customer Service", "Simplified Billing", and "Online Tools". At the bottom of the page, there is a "Ready to Join Delta Dental?" section with a link to the provider application portal and a "Start Application Now" button.

# Your Delta Dental Benefits Overview

**You now have 2 plans to choose from!**

**Benefits effective July 1, 2026, through June 30, 2027**

## **Base Plan:**

- **Benefit Year Deductibles**
  - **\$50** per enrolled person
  - **\$150** total per family
  - Deductible does not apply to Diagnostic & Preventive Services or Orthodontic Services
- **Benefit Year Plan Maximum**
  - **\$1,750** per enrolled person per benefit year

## **Buy Up Plan:**

- **Benefit Year Deductibles**
  - **\$50** per enrolled person
  - **\$150** total per family
  - Deductible does not apply to Diagnostic & Preventive Services or Orthodontic Services
- **Benefit Year Plan Maximum**
  - **\$2,000** per enrolled person per benefit year



# Delta Dental Benefits Overview – Base Plan




	In-Network - Delta Dental PPO Plus Premier Network		Out-of-Network
<b>Diagnostic and Preventive Services – No Deductible</b>			
Oral Evaluations & Cleanings (2 per Benefit Year*), exams, cleanings, topical fluoride, space maintainers Emergency Treatment, Sealants, Brush Biopsy, Radiographic Images and Periodontal Maintenance	<b>Delta Dental Pays: 100%</b>	<b>You Pay: 0%</b>	<b>Delta Dental pays 100% up to the allowable fee; You pay any amount over the allowable fee</b>
<b>Basic Services – Deductible Applies</b>			
Fillings, Crown Repair, Endodontic Services (root canals), Periodontic Services (to treat gum disease), Oral Surgery Services, Extractions, Dental Surgery and General Anesthesia	<b>Delta Dental Pays: 80%</b>	<b>You Pay: 20%</b>	<b>Delta Dental pays 55% of the allowable fee; You pay 45% plus any amount over the allowable fee</b>
<b>Major Services – Deductible Applies</b>			
Major Restorative Services (crowns), Relines and Rebase to dentures, Prosthodontic Services, bridges, dentures, and implants	<b>Delta Dental Pays: 60%</b>	<b>You Pay: 40%</b>	<b>Delta Dental pays 35% of the allowable fee; You pay 65% plus any amount over the allowable fee</b>

\*Covers routine cleanings twice per benefit year. Individuals with certain medical conditions may qualify for up to 2 additional cleanings.



# Your Delta Dental Benefits Overview - Base Plan

Orthodontic Services (Children & Adults)		
<i>No Deductible</i>		
	<b>Children, for treatment starting prior to 18th birthday</b>	<b>Adults, for treatment starting Age 18 and over</b>
	<b>Plan Pays 75% up to a <u>\$2,000 lifetime maximum</u></b>	<b>Plan Pays 60% up to a <u>\$1,750 lifetime maximum</u></b>

For Out-of-Network providers, the benefits for children and adults, the plan pays 50% of the lifetime maximum

# Delta Dental Benefits Overview – Buy Up Plan




	In-Network - Delta Dental PPO Plus Premier Network		Out-of-Network
<b>Diagnostic and Preventive Services – No Deductible</b>			
Oral Evaluations & Cleanings (2 per Benefit Year*), exams, cleanings, topical fluoride, space maintainers Emergency Treatment, Sealants, Brush Biopsy, Radiographic Images and Periodontal Maintenance	<b>Delta Dental Pays: 100%</b>	<b>You Pay: 0%</b>	<b>Delta Dental pays 100% up to the allowable fee; You pay any amount over the allowable fee</b>
<b>Basic Services – Deductible Applies</b>			
Fillings, Crown Repair, Endodontic Services (root canals), Periodontic Services (to treat gum disease), Oral Surgery Services, Extractions, Dental Surgery and General Anesthesia	<b>Delta Dental Pays: 90%</b>	<b>You Pay: 10%</b>	<b>Delta Dental pays 55% of the allowable fee; You pay 45% plus any amount over the allowable fee</b>
<b>Major Services – Deductible Applies</b>			
Major Restorative Services (crowns), Relines and Rebase to dentures, Prosthodontic Services, bridges, dentures, and implants	<b>Delta Dental Pays: 60%</b>	<b>You Pay: 40%</b>	<b>Delta Dental pays 35% of the allowable fee; You pay 65% plus any amount over the allowable fee</b>

\*Covers routine cleanings twice per benefit year. Individuals with certain medical conditions may qualify for up to 2 additional cleanings.



# Your Delta Dental Benefits Overview - Buy Up Plan

Orthodontic Services (Children & Adults)		
<i>No Deductible</i>		
	<b>Children, for treatment starting prior to 18th birthday</b>	<b>Adults, for treatment starting Age 18 and over</b>
	<b>Plan Pays 75% up to a <u>\$2,500 lifetime maximum</u></b>	<b>Plan Pays 60% up to a <u>\$1,750 lifetime maximum</u></b>

For Out-of-Network providers, the benefits for children and adults, the plan pays 50% of the lifetime maximum



# Your Pre-Treatment Estimate of Benefits

When costly procedures are anticipated, know what your share of the costs will be!



## ASK YOUR DENTIST FOR A PRE-TREATMENT ESTIMATE!

### 1. Know Before You Go

Get an advance estimate of your benefits before dental care services are received

### 2. Review Your Costs

Make sure to get your pre-treatment estimate in writing (mail or email) from Delta Dental so you know your out-of-pocket cost

### 3. No Charge

You're entitled to a pre-treatment estimate and there are no charges associated with requesting one

# Your Evidence Based Dentistry (EBD)

Members with specified medical conditions may be eligible for additional cleanings (up to 4 total a year) or fluoride treatment.

- People with diabetes **AND** periodontal (gum) disease
- Women who are pregnant **AND** have periodontal (gum) disease
- People with certain heart conditions that put them at high or moderate risk for infective endocarditis, a potentially deadly heart infection
- People with kidney failure or who are undergoing dialysis
- People with suppressed immune systems due to chemotherapy and/or radiation treatment, HIV positive status, organ transplant, and/or stem cell (bone marrow) transplant

**Talk with your Dentist if you qualify under one of these medical conditions. They will include the required documentation with the claim submission.**



## Evidence Based Dentistry (EBD)

Delta Dental's **Evidence-based Dentistry (EBD)** plan benefit provides enhanced dental coverage for enrollees with certain high-risk medical conditions that have oral health implications. Research has shown that increased frequency of cleanings can greatly impact oral health and sometimes even play an important role in managing conditions, such as:

- |  |   |
|--|---|
|  Diabetes & Periodontal Disease |  Pregnancy & Periodontal Disease   |
|  Heart disease & defects        |  Head & neck radiation   |
|  Cancer                         |  Rheumatoid arthritis  |
|  Renal failure or dialysis      |  Suppressed immune systems (due to chemotherapy/radiation, HIV positive, organ transplant or stem cell/bone marrow transplant) |

The improved benefits include coverage of up to four teeth cleanings (routine cleanings or periodontal maintenance cleanings) per calendar year, as opposed to the typical two. Additional cleanings are benefits at the coinsurance level specified on your Summary of Dental Plan Benefits. For people undergoing head & neck radiation, fluoride applications by your dentist are also covered twice per calendar year.

### What should I do if I have one of the conditions listed?

Talk with your dentist and physician about if and when treatment is right for you. **The timing of treatment is important when serious medical conditions exist.**

\*List of High-Risk medical conditions based from: Please check your plan document for complete list of benefits, limitations, and additional information.

†Dental policies have exclusions and limitations. For complete coverage details, contact your insurance provider or Delta Dental of New Mexico at (505) 243-5400 or by email at [customerservice@deltadentalnm.com]

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Delta Dental of New Mexico

# Your Teledentistry Benefit

**Emergencies happen at the most inconvenient times,** like when you're traveling and don't have access to your regular dentist. With your Delta Dental of New Mexico coverage, you and your family can rest assured that you have protection for dental emergencies. Access to Delta Dental Virtual Visits is a covered benefit in most of our dental plans.

- **24/7** Access to Licensed Providers
- Emergency or Urgent Evaluations
- **Improves Rural Access**
- Access to Prescription Medication if needed
- Facilitates Scheduling & Planning of Appointments
- Promotes Utilization & Oral Health
- Referrals to in-person Delta Dental Providers for **Lowest Out-of-Pocket Costs**

Learn more at [www.DeltaDentalNM.com/Virtual-Visits.com](http://www.DeltaDentalNM.com/Virtual-Visits.com)



## Delta Dental Virtual Visits

delivered by TeleDentistry.com



### Covering You 24/7

Dental emergencies don't always happen between the hours of eight to five. That's why Delta Dental of New Mexico members have access to 24/7 dental care whenever and wherever they are.<sup>1,2,3</sup>

Use Delta Dental Virtual Visits delivered by TeleDentistry.com when your dentist is not available and you're:

- having an after-hour dental issue.
- traveling and need dental assistance.
- facing a dental emergency but don't have a regular dentist to call.

Delta Dental Virtual Visits are considered covered in-network services.<sup>1,2</sup> In addition to your consult, a TeleDentistry.com dentist can write a prescription,<sup>3</sup> and refer an in-network dentist if you don't have one.

Learn more at [DeltaDentalNM.com/Virtual-Visits](http://DeltaDentalNM.com/Virtual-Visits)

<sup>1</sup>Delta Dental Virtual Visits are only available to Delta Dental of New Mexico members whose plans include coverage for oral exams.  
<sup>2</sup>This service supplements your care plan coverage and should be used after business hours, holidays and weekends, or when your regular dentist is unavailable. A virtual visit delivered by TeleDentistry.com is counted as a problem focused examination (D0140) under your plan and does not count as one of your regular preventive oral exams.  
<sup>3</sup>e-prescriptions are not available internationally.

### How Do Delta Dental Virtual Visits Work?



Sign into the Delta Dental Virtual Visits patient portal or call 866.302.0905.



Fill out your e-documents.



Take photos of the problem area if necessary.



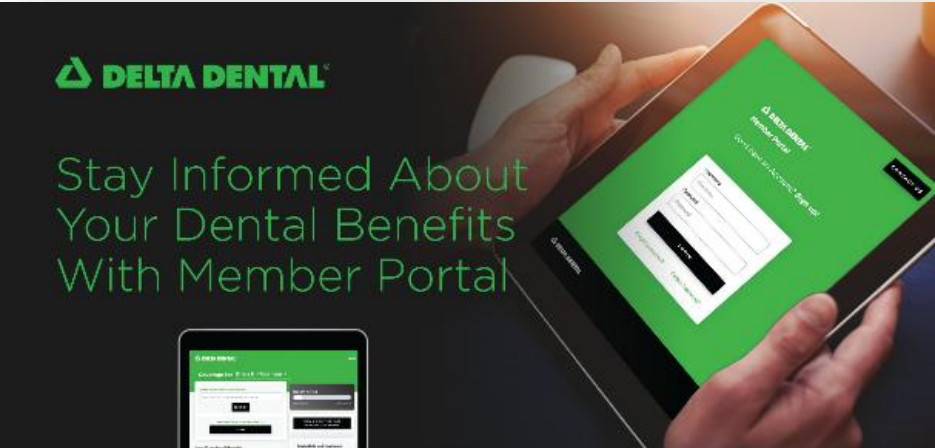
Begin your dental consultation.

# Your Member Portal

The Delta Dental Online Member Portal provides easy access to the following:

- Find a Dentist Online
- View & Print ID Card
- View Claims & Pre-Treatment Estimates
- View Benefits
- Educational Materials, Reminders, Tips, & More!

Learn more at [www.MemberPortal.com](http://www.MemberPortal.com)



**DELTA DENTAL**

Stay Informed About Your Dental Benefits With Member Portal

**Member Portal gives you 24/7 access to important information about your dental benefits.**

With Member Portal, you can:

- See which members are covered on your plan, now and in the future
- Find an in-network dentist
- See common procedures
- Access an online ID card
- View the status of all claims and toggle between different family member claims
- View and print Explanation of Benefits (EOBs)

NOTE: Member Portal has replaced Consumer Toolkit.

**Get started today**

- ➔ Visit [www.memberportal.com](http://www.memberportal.com)
- 🔒 Log in using your existing Consumer Toolkit\* credentials

OR

**If you do not have existing credentials, click "Sign up"**

Complete the required fields and follow the on-screen instructions to register as a new user.

NOTE: You will need the subscriber's ID (the person whose name is on the benefit package). The member ID is an assigned number unique to the subscriber. In many cases, the member ID is the same as the subscriber's Social Security number.

🔍 **Questions? Call Toolkit Support at 866-356-0301**

Privacy of your online benefit information is assured through highly secure encryption technology.

**DeltaDentalNM.com**

111-8392 | Delta Dental of Arizona, Indiana, Kentucky, Michigan, New Mexico, North Carolina, Ohio, and Tennessee | 85/179

2024-016-20NM-49KT

# Your Mobile App



## Delta Dental Mobile App features

Sign 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.



### 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.



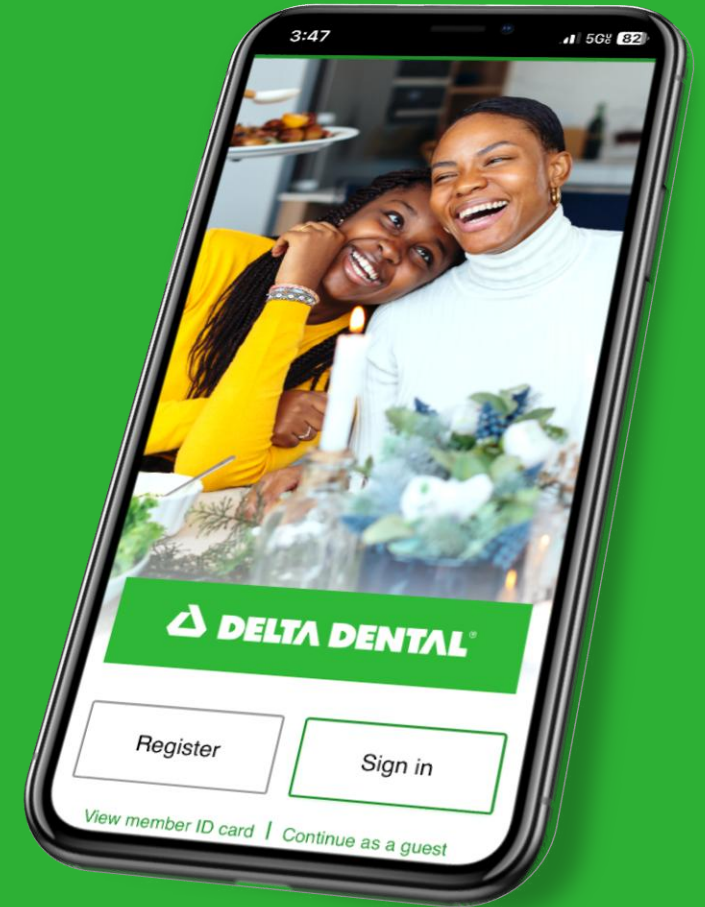
### Dental Care Cost Estimator

Find out what to expect with our Dental Care Cost Estimator. Our easy to use tool provides estimated cost ranges on common dental care needs for dentists in your area, now with the option to select your dentist for tailored cost estimates.



### Save your preferred dentist for quick access

Save your favorite dentists using the Delta Dental Mobile App for quick access to contact information making it easy to schedule your routine cleaning.



of New Mexico



# Your Delta Dental of New Mexico **Customer Service**

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Call our **Local Delta Dental Customer Service Team** at:  
**(877) 395-9420**

Hours:  
Monday – Friday  
**8:00 AM - 4:30 PM (MST)**

For **24/7 account information**, call us at:  
**(877) 395-9420**

Email us at:  
**customerservice@deltadentalnm.com**  
Get a response in writing!

Once enrolled, go to the online **Member Portal** at **www.deltadentalnm.com** to access your account information 24/7. Find a dentist, view/print your ID card and much more!



HEALTH CARE  
AUTHORITY

**Thank you for your time.**

We look forward to serving you.



Delta Dental of New Mexico  
[deltadentalnm.com](http://deltadentalnm.com)

Smile. We've got this.