

Frequently Asked Questions for DDNJ Members During the COVID-19 Health Crisis

Is Delta Dental of New Jersey open during the COVID-19 pandemic?

Yes; we remain open for business, as most associates are working remotely where possible to protect themselves and their families. We continue to pay claims, monitor enrollment and eligibility, and more. There may be extended turnaround times on some requests, but we are operational.

Is Customer Service open for live calls? ****UPDATED****

Effective Monday, May 11th our call center will be open Monday through Friday 8 a.m. – 4:30 p.m. ET until further notice. You can reach us at **800-452-9310**. Several customer service agents are working remotely, and a limited number of customer service agents are at our office taking calls. We continue to adhere to current social distancing guidelines, as well as prioritize the health and safety of our associates. **Please be advised that there may be longer-than-normal wait times.** We continue to monitor customer inquiries on our [DeltaDentalNJ.com/ContactUs](https://www.DeltaDentalNJ.com/ContactUs) page, with a turnaround time of 2-3 business days. Please see below for other ways you can contact us.

General inquiries:

- Members can verify eligibility, review covered benefits, check claim status, obtain EOBs, and print ID cards at [DeltaDentalNJ.com/MySmile](https://www.DeltaDentalNJ.com/MySmile).
- The Interactive Voice Response System (IVR) is operational 24/7 for self-service at **800-452-9310**.
- Questions can be directed to our web portal at [DeltaDentalNJ.com/ContactUs](https://www.DeltaDentalNJ.com/ContactUs).

What's the best way to stay informed?

The latest updates will be posted on our website. Check [DeltaDentalNJ.com/COVID-19](https://www.DeltaDentalNJ.com/COVID-19) for the latest updates on our office hours, etc.

Oral health information

Are dental offices still open?

Per professional dental organization and government guidelines, dental offices are closed except for emergency dental care – and some dental offices have closed for all visits, including emergencies. Routine visits will need to be rescheduled once it is considered safe to do so.

What is classified as a dental emergency?

A dental emergency generally includes the following symptoms: severe pain, acute infection, swelling, and/or persistent bleeding. We suggest that a person experiencing any of these symptoms contact their regular dentist to schedule an appointment and guide their care options.

What if I have a dental emergency and my dental office is closed?

If a dental office is closed, visit [DeltaDentalNJ.com/Emergency](https://www.DeltaDentalNJ.com/Emergency) to find a New Jersey dentist who is taking emergency cases. At the time of this writing, there are many dentists who are willing to see patients in emergency situations.

If you reside outside of New Jersey, please visit [DeltaDentalNJ.Com/FindaDentist](https://www.DeltaDentalNJ.Com/FindaDentist) to find and contact nearby dentists to determine their emergency availability.

What if I can't find a dentist in my network who is open?

We encourage our members to take care of their dental health needs. If an in-network provider is not available within a reasonable distance and you need to visit an out-of-network provider, your claim should be submitted as it normally would with a statement about your situation. We will review and consider claims as we receive them, and we will work with you and the provider to resolve any issues.

Should I go to an emergency room?

We encourage you to make every effort to visit a dentist first, whether it is your normal dentist or another, before going to the emergency room. This will help minimize exposure to COVID-19 and keep emergency room resources available for those with potentially life-threatening illnesses

Can I visit my dentist virtually online?

Delta Dental covers emergency dental examinations, whether provided in the dental office or virtually, to validate the nature of a patient's dental emergency during the current COVID-19 crisis and to review your current medical status to confirm that you can safely be treated in their dental facility.

How can I provide self-care until I can see my dentist?

Brushing twice a day and flossing at least once can help you stay on top of your oral health. Avoid sharing toothbrushes with others and keep your toothbrush clean and dry. A few minutes of care per day will go a long way to maintaining your oral health.