



How to: File out-of- country claims

Filing a dental claim when outside the United States is easy!

At the dental office, you must pay for your treatment at the time of service and obtain a detailed receipt to submit with your claim to Delta Dental. Out-of-country claims are processed at the nonparticipating (out-of-network) benefit level as defined by your Delta Dental benefit plan.

For covered services provided by a nonparticipating dentist, Delta Dental will send reimbursement directly to you unless otherwise required by law or contract. You are responsible for any difference between Delta Dental's payment and the dentist's submitted amount. Reimbursement is in U.S. dollars using the exchange rate from the date of service to calculate the proper amount.

You will need the following to submit a claim for services performed by an out-of-country dentist:

- Claim form with member and patient information completed (*this can be found in your Member Portal account or by calling customer service*)
- English translation
- Copy of the dated paid receipt from the dental office and method of payment, with the unit of currency used to make payment (for example U.S. dollars, euros, pesos, etc.)
- Detailed explanation of the services rendered along with tooth numbers and surfaces, if applicable
- Fee charged for each service
- Date of service
- Dentist's full name
- Dentist's license number, if available
- Dentist office address
- Member's phone number

Once the required information is gathered, you can submit claims by mail to Delta Dental, PO Box 9085, Farmington Hills, MI 48333-9085, or by sending a secure email to internationalclaims@deltadentalmi.com for processing. If you e-submit, you do not need to also mail a hardcopy.

Once claims are submitted and processed, Delta Dental will reimburse you according to the terms and conditions of your existing benefit coverage.

Passport Dental

Delta Dental members have the ability to utilize AXA Assistance, which is a worldwide referral network of dentists and dental clinics. When outside the United States, call AXA Assistance collect at 312-356-5971 to receive a referral through an English-speaking operator. The operators are available 24/7. Members must identify themselves as Delta Dental members when they call. When inside the U.S., call AXA Assistance at 888-558-2705.