

## How to get dental care when you're outside the U.S.

### Smiles covered ... Worldwide.

Needing dental care when you're in a foreign country isn't a travel experience you plan on, but Delta Dental makes it easy for our enrollees to find a dentist from Austria to Zimbabwe — just about anywhere in the world.

### Easy-to-use referral service

Receive help finding a dentist when you're outside of the U.S. through our partnership with International SOS Assistance, Inc. (I-SOS). English-speaking operators can provide you with referrals to 3,200 dentists and dental clinics in nearly 200 countries. This service is available to *all Delta Dental enrollees, at no additional cost.*

Here are some commonly asked questions you may have about the service.

### What do I do when I need dental treatment outside the U.S.?

Simply call I-SOS. English-speaking I-SOS operators are available 24 hours a day, 7 days a week to answer questions and help you find an I-SOS dentist. You must identify yourself as a Delta Dental enrollee when you call. You will receive a dentist's name, address, specialty, office hours and languages spoken.

Wallet-sized cards with I-SOS calling information can be downloaded and printed from our web site at [www.WeKeepYouSmiling.com](http://www.WeKeepYouSmiling.com).

### What kind of coverage do I have?

*It is important to note that I-SOS dentists are not contracted Delta Dental dentists. When you visit an I-SOS dentist, you receive the same benefits and are subject to the same limitations and exclusions as when visiting a non-participating dentist in the U.S.*

*Please refer to your Evidence of Coverage or Summary Plan Description for specific details about your Delta Dental benefits.*

### Who pays the dentist?

You do. Be sure to get a detailed receipt so you can *submit a claim* directly to Delta Dental for reimbursement. The receipt must include the dentist's name, address (including city/country), services performed and a list of the teeth treated. The receipt also should indicate the currency in which the dentist billed (whether in U.S. dollars or another currency).

Once we receive your claim, we will reimburse you according to the non-participating dentist benefit or out-of-area emergency benefit (for DeltaCare® USA) provided through your plan. As with any dental plan, this reimbursement may not cover your entire cost.



### What if I have questions about this service?

If you have a problem *with the I-SOS dentist*, please contact I-SOS directly, by calling 800-523-6586. More details about this service, including printable wallet-sized cards with I-SOS phone numbers, can be found on our web site.

If you have questions about your plan, obtaining a claim form or finding a dentist *within the U.S.*, please visit our web site.

### Referral service for dentists outside the U.S.

Call toll-free from inside the U.S.:  
**800-523-6586**

Call collect from outside the U.S.:  
**215-942-8226**

*Note: When you call I-SOS from outside the U.S., you must first dial a country code. If you're in England, Scotland, Wales or Northern Ireland: Dial 0. For any other country: Dial 0-0-4-4. Then dial 215-942-8226. Tell the I-SOS operator that you're a Delta Dental enrollee and that you're calling collect.*

*Any dentist-related issues should be addressed directly to I-SOS.*



Visit Delta Dental's web site at: [www.WeKeepYouSmiling.com](http://www.WeKeepYouSmiling.com)

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