



To: Medical, Dental and/or Vision Participants

From: Monica T. Mbroh, Benefits Manager
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RE: Insurance Cards

BCBS Medical Insurance:

If you need to use services before you receive your BCBS medical insurance card, enter your name on this temporary ID card and provide the information to your provider to obtain services. If you have not received your permanent ID card within **10** business days of your coverage start date or need additional cards, please contact BCBS Customer Services at 877-790-2583.

Temporary BCBS ID Card Information	
Enrollee Name: <i>(First Middle Last)</i>	
Enrollee ID:	XYQ (use your 9 digit SSN)
Group Number:	007026734
RxBIN:	610014
RxGrp:	BCBSMRX1
Customer Service:	877-790-2583

Delta Dental of Michigan(Group #5658):

Delta Dental does not issue cards. You can go to www.toolkitsonline.com and select "Consumer Toolkit" to create an account, and print a reference card; or you can just tell the provider that you have Delta Dental of Michigan and they should be able to verify your coverage by using your social security number. Delta Dental Mobile App also allows you to access your ID card right on your smart phone. Instructions for the Consumer Toolkit and Delta Dental Mobile App are attached. Delta's Customer Service phone number is 800-524-0149.

VSP Vision Care (Group #30004342):

VSP does not issue cards. You can go online to www.vsp.com to create an account and print a paper VSP Member Vision Card (ID Card) or you can just tell the provider that you have VSP Vision and they should be able to verify your coverage by using your social security number. The Member Vision Card is **not** required for service. VSP Customer Service phone number is 800-877-7195.

Stay informed about your dental benefits with Consumer Toolkit®

Stay current on your dental benefits with Delta Dental’s easy-to-use Consumer Toolkit. This secure online tool is designed to give you 24/7 access to important information regarding your dental benefits, including:

- Eligibility information
- Current benefits information (such as how much of your yearly benefit has been used to date, how much is still available to use, and levels of coverage for specific dental services, etc.)
- Specific claims information, including what has been approved and when it was paid

The site also allows you to sign up for electronic delivery of Explanation of Benefits (EOB) statements, print claim forms and identification cards, and browse oral health information.

All users must first register to gain access to the Consumer Toolkit. Privacy of your online benefit information is assured through highly secure encryption technology.


Get started today

To start taking advantage of this innovative tool, follow these simple steps:

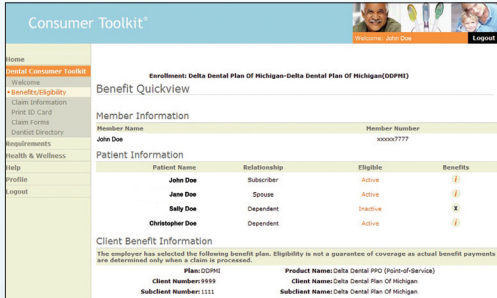
1. Visit www.toolkitsonline.com.
2. Select “Consumer Toolkit” on the homepage.
3. Register as a new Toolkit user by clicking “Register here.”

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

4. Complete required fields and follow the on-screen instructions.
5. Select your own username and password to access the site.

Additional help topics can be found by selecting “Help” or clicking the  at any time within the Toolkit. If you need further assistance, contact Toolkit support at (866) 356-0301.

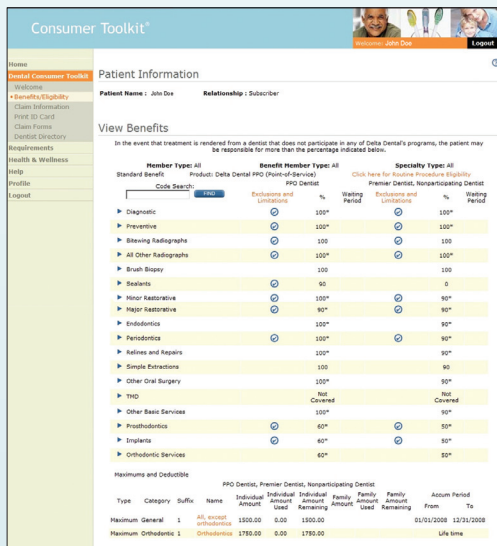
Eligibility



The screenshot shows the 'Eligibility' section of the Consumer Toolkit. It displays member information for John Doe (Member Number: 00007777) and his dependents: Sally Doe (Spouse) and Christopher Doe (Dependent). A table lists their eligibility status for various dental services.

Patient Name	Relationship	Eligible	Benefits
John Doe	Subscriber	Active	
Sally Doe	Spouse	Active	
Christopher Doe	Dependent	Active	

Up-to-date benefit information



The screenshot shows the 'View Benefits' section of the Consumer Toolkit. It displays a table of dental services and their coverage percentages for different member types.

Member Type: All	Benefit Member Type: All	Specialty Type: All
Diagnostic	100%	100%
Preventive	100%	100%
Basic Radiographs	100%	100%
Endodontics	100%	90%
Oral Surgery	100%	90%
Periodontics	100%	90%
Prosthodontics	60%	50%
Implants	60%	50%
Orthodontic Services	60%	50%

Your Delta Dental benefits, at your fingertips!

The **new** Delta Dental Mobile App helps you get the most out of your dental benefits anytime, anywhere. Use the dentist search or toothbrush timer without logging in, or enter your username and password* to securely access your personal benefit information.

» **Dentist Search**

Find a dentist in your plan/network, narrow the list with criteria like ‘language spoken’ and ‘specialty’, and even find a dentist nearby using your current location. After you pick a dentist you can save the contact information and get directions.

» **Mobile ID Card**

No more paper! Provide your dentist with the information he or she needs by accessing your ID card right on your phone.

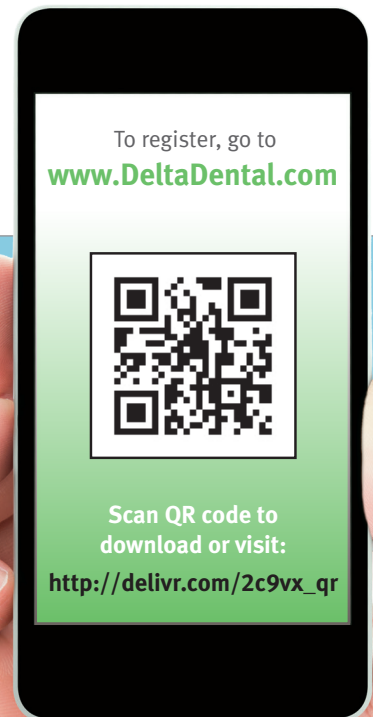
» **View Coverage & Review Claims**

See your plan type, benefit levels, deductibles, maximums, and more. Check the status of recent dental claims for you and your dependents. To keep this information secure, you’ll have to log in each time. No personal information is ever stored in the app.

» **Toothbrush Timer**

Make sure you brush for the recommended two minutes with this handy timer that can use a song from your phone or a pre-loaded tune to keep you going.

The Delta Dental Mobile App is available for Apple iOS or Android users. Visit the App Store (*Apple*) or Google Play (*Android*) and search for ‘Delta Dental.’ Or, scan this QR code to download the app.[^]



* To register, go to www.DeltaDental.com and sign up for an account that will also work in the mobile app.

[^] To scan the code, you must have a QR code reader on your smartphone.