

Quick reference guide for DASI (Delta Dental's Automated Service Inquiry)

Delta Dental of Tennessee's interactive voice response system enables you to access eligibility, benefits and claims information at **(800) 223-3104**, 24 hours a day, 7 days a week.*

What do you need to use the system?

When you call, you will be greeted by DASI and asked for caller validation. Dental offices need to provide the dentist's valid tax identification number (TIN). This validation is required by HIPAA (the Health Insurance Portability and Accountability Act of 1996) and must be approved before the caller can proceed.

To access patient information, you need the subscriber's member number (usually Social Security number), relationship of the patient to the subscriber, and the date of birth of the patient.

What information can you receive through DASI?

With DASI, you can receive the following for any Delta Dental of Tennessee patient:

- Breakdown of benefits, complete or partial by category (endodontics, preventive, etc.)
- Patient eligibility
- Fax copies of Benefits and Eligibility, Claim Payment Statement, and Predeterminations
- Time limitations and eligibility for specific benefits (such as prophylaxis)
- Claim and predetermination status
- Check status for paid claims
- Maximums and deductibles, including amount met to date and services that apply
- Mailing address information
- Information on group waiting periods, if applicable

Our DASI system is quick and easy to use

To assist you in navigating the system most efficiently, the main menu is listed on the reverse of this sheet. Listening to the entire menu is not necessary. Once you become familiar with the system and know what information you want, you can cut in and go directly to the data.

**DASI may be temporarily unavailable during routine maintenance on Sundays.*

DASI main menu

Call **(800) 223-3104**

At the greeting:

- SAY "DENTAL OFFICE" or **PRESS 1**.

Provide the dentist's TIN

- SAY your TIN or **PRESS** the TIN numbers.

DASI will then offer the following menu of choices:

- SAY "ELIGIBILITY"* or **PRESS 1** for general eligibility and availability of benefits for exams, cleanings, full mouth series, bitewing X-rays, and FaxBack.
- SAY "BENEFITS"* or **PRESS 2** for all benefits, one category of benefits, maximums, deductibles, and FaxBack.
- SAY "CLAIMS"* or **PRESS 3** for claim and predetermination status, process dates, check date, check status, and fax copy of a processed claim or predetermination.
- SAY "TOOLKIT SUPPORT" or **PRESS 4** to be transferred to a Dental Office Toolkit support advisor.
- SAY "DELTA DENTAL'S MAILING ADDRESS" or **PRESS 5** to hear the mailing address for claims and inquiries.

**Member number and patient's date of birth required*

FaxBack

You can quickly get a fax document with a patient's eligibility and benefits information by using a touch tone phone.

At the greeting:

- **PRESS 1** and key in the provider's tax identification number.
- **PRESS 2** and key in the subscriber's member number.
- **PRESS 1** and confirm the first three letters of the subscriber's last name (if last name is incorrect, press 2).
- **PRESS 1** for subscriber, **2** for spouse, or **3** for dependent. Key in the patient's date of birth (mmddyyyy).
- **PRESS 1** for fax (press 2 to listen). Key in your 10-digit fax number.
- **PRESS 1** to confirm your fax number (if fax number is incorrect, press 2).

Touch-tone

When using a touch-tone phone for dates you need to enter two digits for the month and day and the four-digit year. For yes and no questions, **PRESS 1** for yes; **PRESS 2** for no.