

## Access Important Information About Patient Eligibility with Benefax!

Welcome to Benefax - our telephone/fax-based information service for our valued providers. Benefax is designed to provide convenient, clear, and concise information.

### USEFUL INFORMATION AVAILABLE:

The Benefax system provides information on patient eligibility, claims, and much more!

### IT'S EASY TO USE:

Our simplified menu options and prompts help Benefax callers get the information they need quickly - via voice read back or fax.

At Delta Dental of Oklahoma, we continually work to provide our subscribers and providers with the very best products, services, and the very latest in information technology.

We invite you to use our updated Benefax service. Simply call 405-607-2189 (OKC Metro) or 800-990-7337 (Toll Free). For a quick overview, please see the 'How to Use Benefax' steps provided here.

Thank you for serving Delta Dental of Oklahoma patients.

### How to Use Benefax

Dial: 405-607-2189 or 800-990-7337  
(OKC Metro) (Toll Free)

1. Enter or Say the POLICYHOLDER SSN or Member ID number.
2. Enter or Say the Patient's Date of Birth. Must be 8-digits.  
(e.g. 01-15-1970)
3. For Eligibility & Benefits, Press or Say 1
  - a. For a Fax, Press or Say 1
  - b. For a Read back, Press or Say 2
4. For Claims, Press or Say 2,
  - a. Claim payment inquiry, Press or Say 1
  - b. All other inquiries, Press or Say 2
5. Identify the Earliest Date of Service on the claim. Must be 8-digits.  
(e.g. 01-12-1994)
  - a. To request CPS via fax, Press or Say 6

NOTE: You may use mute if necessary. If we are unable to locate the claim, you are provided the option to speak with a Customer Service Representative.

With Benefax, most prompts are 'interruptible.' You may start speaking or entering digits before the system finishes requesting the information.