


DASI Shortcuts for Dental Offices

This guide will help you navigate DASI (Delta Dental’s Automated Service Inquiry), our automated telephone system. You do not need to listen to the entire menu. Instead, use these shortcuts to get the information you need quickly and efficiently.

At the greeting, press ; enter the dentist’s tax identification number (TIN)

Eligibility:

Press



Benefits:

Press



Claims:

Press



Something Else:

Press



Enter the subscriber’s member number (usually the Social Security number)
 Confirm the first 3 letters of the subscriber’s last name:



Yes



No

Choose subscriber, spouse or dependent:



Subscriber



Spouse



Dependent

Enter the patient’s date of birth (MM/DD/YYYY)

Press  Toolkit support

Press  Mailing address

Press  Payer ID information

Benefits:

Do you want the benefit information faxed to your office?



Yes, please fax the benefit information to my office



No, I want to listen to the benefit information

Enter your 10-digit fax number

Confirm the fax number:

- Press **1** Yes
- Press **2** No

Once confirmed:

- Press **1** if you wish to add additional procedure codes to the FaxBack or **2** if you do not need to add additional codes

Enter 4-digit procedure code

- After confirmation, enter each additional procedure code or press **0000** if you are finished

The system will say your fax has been requested

- Press **1** to add an additional patient or **2** if you are finished

If asked, “Does dentist participate in Delta Dental ____ program?”

- Press **1** Yes
- Press **2** No

- Press **1** All benefits
- Press **2** List benefit categories
 - Press **1** Preventive
 - Press **2** Radiographs
 - Press **3** Endodontics
 - Press **4** Periodontics
 - Press **5** Oral surgery
 - Press **6** Restorative services
 - Press **7** Bridges and dentures
 - Press **8** Orthodontic services
- Press **3** Maximums and deductibles
- Press **4** Procedure codes

Eligibility:

The following options are available after listening to eligibility information

- Press **1** Fax
- Press **2** New patient
- Press **3** ID card
- Press **4** Benefits
- Press **5** Maximums and deductibles
- Press **6** Finished

Claims:

- Press **1** Recent claims
- Press **2** Claims by date
- Press **3** Pre-treatment estimates