



# Delta Dental Mobile App

## Member FAQs

Delta Dental is always improving our mobile app experience for our customers. Below are some frequently asked questions about recent updates made to the app.

**Q: Do I need to create a new account to access the updated mobile app?**

No, you can use your existing username and password to access the updated mobile app.

**Q: Do I need to download a new mobile app? Or will my old app update automatically?**

- Your previous app will not update automatically.
- Yes, you will need to download the updated mobile app named Delta Dental Mobile App.

**Q: Why isn't the app just automatically updating? Why do I need to download something new?**

To create a better user experience, the new Delta Dental mobile app is built on an updated technology platform that is faster and more stable.

**Q: What functions are available on the updated mobile app?**

- View member ID card
- Find a dentist using the dentist search
- Estimate costs for common dental procedures
- Manage account information
- View claims from the past 18 months
- Review dental policy benefits and coverage

**Q: Are there any functions in the previous mobile app that will not be made available in the new app?**

- LifeSmile® score

**Q: Will my information be available on the app?**

All information, including your saved dependent information and preferred dentists, will be available in the mobile app.

**Q: Will I still have access to the existing functions?**

- You will have access to your member ID card, claims, dentist finder and cost estimator.
- Existing saved dentists and dependents will be available in the app.

**Q: How do I access the Delta Dental mobile app?**

To download the latest version of the Delta Dental mobile app, visit Google Play or the App Store and search for the Delta Dental mobile app.

If you are a registered Delta Dental website or mobile app user, sign in using your existing username and password. If you're not a registered user, you can register from the mobile app or DeltaDentalVA.com. You must be a Delta Dental member to register.

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## The Delta Dental Mobile App FAQs — External (*continued*)

### **Q: Why can't I sign in to the Delta Dental mobile app?**

If you are not the primary member on the account, you cannot sign in. We currently support only primary member accounts.

### **Q: Is my health information secure when accessing it through the app?**

The Delta Dental mobile app uses the latest security technology to protect your personal health information. You must enter your username and password each time you access the secure portion of the app. No personal health information is ever stored on your device.

### **Q: What devices support the Delta Dental mobile app?**

The app is available for iOS and Android devices, both smartphones and tablets. Visit the App Store or Google Play to download and install the app on your device.

### **Q: Do I need cellular service or internet access to access the Delta Dental mobile app?**

Yes, you will need internet access in order to make full use of the features. You can access your ID card offline if you have saved it to your device.

### **Q: Is the Delta Dental mobile app free?**

Yes. Our app is a free download at the Apple Store and Google Play. Standard data charges from your wireless carrier may apply.

### **Q: Do I have to be a Delta Dental member to use the mobile app?**

No. Our dentist finder and cost estimator features are available for anyone to use. However, additional features are only available for our members.

### **Q: Can my dependents use the Delta Dental mobile app?**

Currently, Delta Dental only supports accounts for the primary members on our website and app.