

**Summary of Dental Benefits**  
**RCUH - Group No. 1989**  
**Effective: 07/01/2024**

This summary is a brief description of a Hawaii Dental Service (HDS) member's dental benefits. Some limitations, restrictions, and exclusions may apply. Plan benefits are governed by the provisions detailed in the group's and/or subscriber's agreement with HDS, HDS's Procedure Code Guidelines and Delta Dental National Policies when applicable. Certain provisions may vary across group agreements such as waiting periods, frequency and age limitations, etc. and may not be included in this summary. For additional information, please contact HDS Customer Service. As an HDS member, you may visit any licensed dentist, but your out-of-pocket costs may be lower when visiting an HDS participating dentist. Unless specified, dental claims must be filed within 12 months of the date of service to be eligible for HDS claims payment. Refer to Special Considerations when applicable.

\$1000 PLAN WITH ORTHO FAMILY	
<b>Plan Maximum</b> The most HDS will pay for each person for all covered dental services performed.	<b>\$1,000</b> per calendar year
<b>Diagnostic &amp; Preventive Waiver</b> HDS's payment for Diagnostic and Preventive services will not be deducted from the member's Plan Maximum.	Yes
<b>HDS PLAN PAYS</b>	
<b>DIAGNOSTIC</b>	
<b>\$1000 PLAN WITH ORTHO FAMILY</b>	
<b>Examinations</b>	<b>100 %</b> 2 per calendar year
<b>Bitewing X-rays</b>	<b>100 %</b> 2 per calendar year through age 14 1 per calendar year equal or over age 15
<b>Other X-rays</b>	<b>90 %</b> Full mouth x-rays 1x/5 yrs
<b>PREVENTIVE</b>	
<b>Cleanings</b>	<b>100 %</b> 2 per calendar year
<b>Fluoride</b>	<b>100 %</b> 2 per calendar year Allowed through age 19
<b>Silver Diamine Fluoride</b>	<b>100 %</b>
<b>Sealants</b> One treatment per tooth per lifetime to permanent molar teeth when there are no prior fillings on biting surfaces.	<b>100 %</b> Allowed through age 18
<b>Space Maintainers</b>	<b>100 %</b> Allowed through age 17
<b>MEDICAL RISK FACTORS</b>	
If the member has multiple conditions, they will only be eligible for the benefit with the most cleaning(s) and/or gum maintenance treatments of a single condition. All benefits are covered at 100% unless otherwise noted.	
<b>Diabetes</b> • Cleanings/Gum Maintenance	Additional 2 per calendar year
<b>Pregnancy (Expectant Mothers)</b> • Cleanings/Gum Maintenance	Additional 1 per calendar year
<b>Medical Risk for Cavities</b> • Fluoride	Additional 1 per calendar year
<b>BASIC CARE</b>	
<b>Fillings</b> Once every two years per tooth per surface.	<b>70 %</b> White-colored fillings limited to front teeth.
<b>Root Canals</b>	<b>70 %</b>
<b>Gum/Bone Surgeries</b> Once every three years per quad.	<b>70 %</b>

Gum Maintenance	70 %
Oral Surgeries	70 %
<b>MAJOR CARE</b>	
Crowns & Gold Restorations	50 % 12-month waiting period 1x/7yrs per tooth White crowns limited to front teeth and bicuspid.
Fixed Bridges & Dentures	50 % 12-month waiting period 1x/7yrs per tooth
Implants	50 % 12-month waiting period
<b>OTHER SERVICES</b>	
Emergency Treatment of Dental Pain (Palliative Treatment) Once per visit per dental office for relief of pain but not to cure	70 %
Athletic Mouth Guards	70 % 1 per 24 months Allowed through age 18
Adjunctive General Services	70 %
<b>ORTHODONTICS</b>	
	50 % For adults and children. \$1,000 lifetime maximum amount paid (8 Payments Quarterly)

**Special Considerations:** Orthodontic services are not covered if services were started prior to the date the patient became eligible under this employer's plan. If a patient's eligibility ends prior to the completion of the orthodontic treatment, payments will not continue. If your employer elects to remove the orthodontic benefit, coverage will end on the last day of the month that the change occurred. Self-administered or at-home applications (or any type of "do it yourself") orthodontics is not a covered benefit. Orthodontics must be performed by a licensed dentist or supervised staff. Assessment of salivary flow is covered.

# Access to HDS Information 24/7

Visit HDS Online at [HawaiiDentalService.com](http://HawaiiDentalService.com) to:

## ACCESS YOUR ACCOUNT

- Visit [HawaiiDentalService.com](http://HawaiiDentalService.com)
- Click "Member Login"
- Click "Create an account"
- Complete the "Account Registration" form
- Select "Yes" to be notified via e-mail when a claim is processed and "Yes" to "Request electronic Explanation of Benefits"
- Click "Register"

## SEARCH

- For an HDS participating dentist in Hawaii, Guam or Saipan by specialty, location, handicap accessibility, weekend hours, and more
- For a Delta Dental Premier participating dentist on the Mainland or Puerto Rico by specialty, location, weekend hours and more

## DOWNLOAD & PRINT

- A summary of your benefits for tax purposes
- Blank claim forms
- Your HDS membership card
- Your EOB statements
- HDS Notice of Privacy Practices

## CHECK

- Whether you and/or your dependents are eligible for HDS benefits
- What dental services are covered by your plan
- What the limits are of each type of covered service and how much you have used

## VIEW

- Your Explanation of Benefits (EOB) statements
- A list of frequently asked questions
- HDS contact information

## REQUEST

- To receive emails when your claims are processed
- To receive EOB statements via email
- An HDS membership card to be mailed to you

## How to Contact HDS

### Customer Service Representatives

**From Oahu: (808) 529-9248**

**Toll-free: 1-844-379-4325**

#### Customer Service Call Center Hours:

Monday - Friday: 7:30 AM - 4:30 PM HST

Excluding HDS observed holidays,

visit [HawaiiDentalService.com/about/holidays](http://HawaiiDentalService.com/about/holidays)

for our HDS' observed holiday schedule.

#### Walk-in Office Hours:

Monday - Friday: 8:00 AM - 4:30 PM HST

### Send Written Correspondence to:

Hawaii Dental Service

Attn: Customer Service

900 Fort Street Mall, Suite 1900

Honolulu, HI 96813-3705

E-mail: [CS@HawaiiDentalService.com](mailto:CS@HawaiiDentalService.com)

#### **FAX:**

From Oahu: (808) 529-9366

Toll-free fax: 1-866-590-7988

# Welcome Aboard!

Create your account today and let's get started on working towards a healthier smile!



## ACCESS YOUR HDS ONLINE ACCOUNT TO:



### Check Claims

View your claims, services used, benefits and eligibility for yourself and your dependents under 18 years of age.



### Find A Dentist

Find a participating dentist in your area or anywhere across Hawaii, Guam, Saipan, or the U.S. mainland and Puerto Rico.

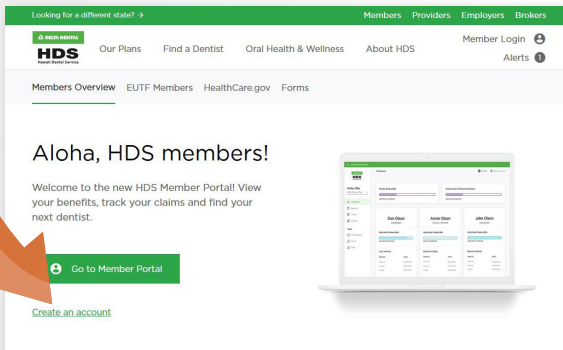


### Access Your ID Card

Download and print your HDS membership ID card from your HDS Online account or request to have it mailed to you.

## CREATE AN ACCOUNT

Visit [HawaiiDentalService.com/members](http://HawaiiDentalService.com/members).



Click "Create An Account" and follow prompts.

Select "Yes" to e-mail notification of claims and electronic Explanation of Benefits. Click "Register" to create your new HDS Online account!

## FIND AN HDS DENTIST

Visit [HawaiiDentalService.com](http://HawaiiDentalService.com).



Click "Find A Dentist" in the main menu.

Select the area in which you'd like to search for an HDS participating dentist and follow prompts.

# No dentist? No problem.

Find one at [HawaiiDentalService.com](http://HawaiiDentalService.com).

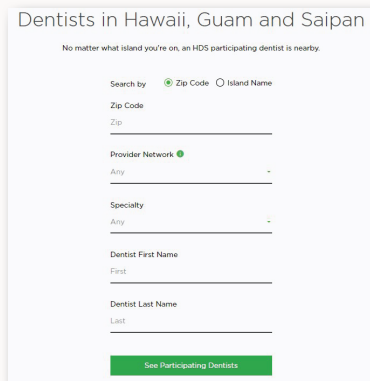


## Find an HDS Participating Dentist

Your HDS benefits remain the same when seeing a Delta Dental Premier participating dentist on the U.S. mainland and Puerto Rico.

### IN HAWAII, GUAM OR SAIPAN

1. Visit [HawaiiDentalService.com](http://HawaiiDentalService.com).
2. Click Find a Dentist at the top menu.
3. Click “Find a Dentist” under “Hawaii, Guam & Saipan”.
4. Search by zip code or island name.
5. Set the criteria for your dentist search. You can search by specialty or dentist name.



Dentists in Hawaii, Guam and Saipan

No matter what island you're on, an HDS participating dentist is nearby.

Search by  Zip Code  Island Name

Zip Code  
Zip

Provider Network  Any

Specialty  
Any

Dentist First Name  
First

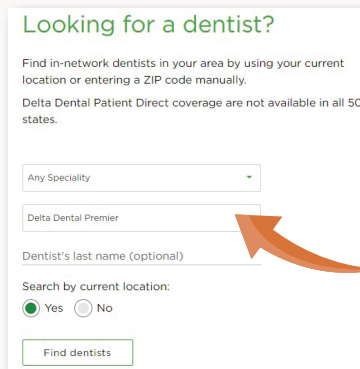
Dentist Last Name  
Last

[See Participating Dentists](#)

6. Click “See Participating Dentists” to produce results.
7. Click “Advance Filters +” to filter by hours, office features, special needs, or language.
8. Select a dentist and call the number provided to schedule an appointment.

### ON THE U.S. MAINLAND

1. Visit [HawaiiDentalService.com](http://HawaiiDentalService.com).
2. Click Find a Dentist at the top menu.
3. Click “Search” under “U.S. Mainland and Puerto Rico”.
4. Click “Search the National Site”.
5. Select “Delta Dental Premier” from the second dropdown menu.



Looking for a dentist?

Find in-network dentists in your area by using your current location or entering a ZIP code manually.

Delta Dental Patient Direct coverage are not available in all 50 states.

Any Speciality

Delta Dental Premier

Dentist's last name (optional)

Search by current location:  
 Yes  No

[Find dentists](#)

Be sure to select “Delta Dental Premier” from the second dropdown menu.

6. Select “No” to enter the zip code or city in which you need a dentist.
7. Click “Find dentists”, select a dentist and call the number provided to schedule an appointment.

# SMILE PERKS

FOR HDS MEMBERS

## Access Your SMILEPerks Now!

Log onto your HDS Member Dashboard at [HawaiiDentalService.com/members](http://HawaiiDentalService.com/members) and click the link to the HDS Smile Perks. If you don't have an account, simply create one and follow the prompts.



Take fitness to another level with a bike or sports gear!

Get new fitness gear from McCully Bicycle and Sporting Goods! HDS members get a 10% discount in store off selected items. Show the cashier your HDS member ID to redeem your discount. Discount applies to regular-priced items; excludes tennis balls and fishing supplies. - 2124 King Street, Honolulu, HI



Lights. Camera. SMILE!

HDS members get 5% off any photo booth reservation with Party Pix Hawaii. Reserve your photo booth at [partypixhawaii.com](http://partypixhawaii.com) and enter the discount code **HDSFIVE** during check out to receive your SMILEPerks discount.



## Treat your pups to a day at a local oasis.

Aloha Dog provides day care, boarding and grooming services for dogs. Aloha Dog is offering new clients 50% off the evaluation interview fee. Enrolling dogs 20lbs. and under. HDS members also receive a 10% discount for weekday boarding from Monday through Thursday. Call (808) 591-1727 for more information. Show your HDS member ID card and picture ID upon receiving services to redeem your discount. - 525B Cummins St., Honolulu, HI

## Stay Active & Fit Year-round!

HDS provides its members access to local fitness centers through its partnership with the Active & Fit Direct program starting at \$28 per month. *(The \$28 enrollment fee is waived for Standard Gyms, plus applicable taxes.)* No annual fees or long-term contracts. Switch gyms any time. Visit the HDS Member Portal for more information.

## Go places with Hawaiian Airlines

Save on your next trip to your dream destination! HDS members get an exclusive 5% discount on mainland and international web fares on Hawaiian Airlines! *(Excludes fares for Tahiti and American Samoa.)* Visit the HDS Member Portal to access this discount.

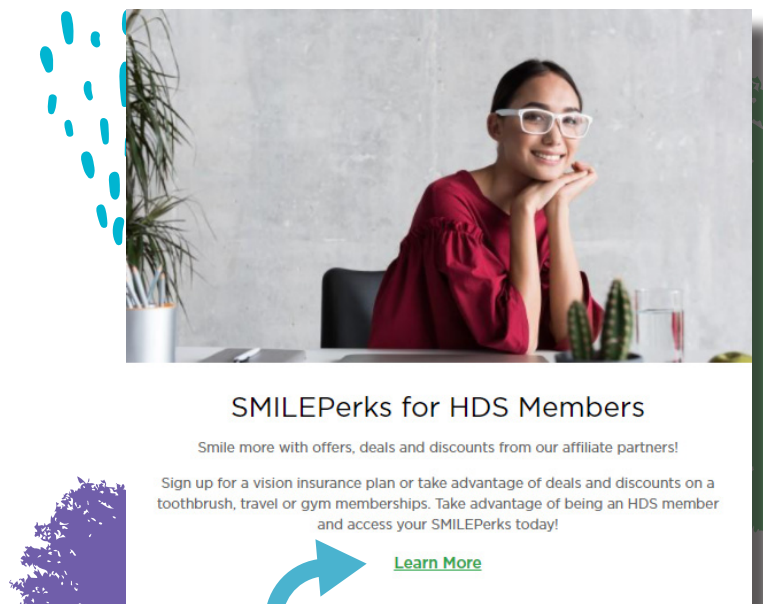
## Vision Care Coverage with VSP

HDS's vision partner, VSP, provides individual vision insurance that gives you access to the services and products you need to care for your eyes. Visit the HDS Member Portal for more information on enrolling with VSP.

# SMILE PERKS

Get more out of your HDS dental plan. Take advantage of SMILEPerks!

1. Visit [HawaiiDentalService.com/members](https://hawaiiDentalService.com/members).
2. Log into the HDS Member Portal.
3. In the HDS SMILEPerks block on the dashboard, click the link to "Learn More."
4. You will be directed to a members' only SMILEPerks page with more information.



Look for this block on your HDS Member dashboard. Click "Learn More" to view all SMILEPerks details.